

DAVAO DE ORO STATE COLLEGE

CITIZEN'S CHARTER

2024





Davao De Oro State College (DDOSC)

CITIZEN'S CHARTER

I. About Davao de Oro State College

a. Creation of the College

Davao de Oro State College (formerly Compostela Valley State College) was first founded in 2001 through a bill filed by Congressman Manuel "Way Kurat" E. Zamora, which successively fought by Congresswoman Maria Carmen S. Zamora on July 2010. Consequently, on June 4, 2013, former President Benigno Simeon C. Aquino III signed into law the Republic Act No. 10598; thus, forming the state college in the golden valleys of the Davao Region.

b. The Premiers

On November 26, 2013, CHED Chairperson Patricia D. Licuanan, Ph.D., appointed Dr. Jesus Antonio G. Derije as Officer-in-Charge (OIC), as the College began its maiden classes in SY 2014-2015, followed through by Dr. Jonathan Bayogan as Officer-in-Charge appointed by the governing board on February 2015.

As the DDOSC endeavors an efficient management system, the College Administrators and the Board of Trustees held a Special Meeting on May 24, 2016, declaring and appointing Dr. Christie Jean V. Ganiera as the First President of the College, commencing on June 9, 2016. The appointment of Dr. Ganiera stabilized the progress of the College and improved the operations and outlook of the stakeholders as she continued her supervision on her (second) 2nd term as the College President.

c. Campuses and Academic Programs

DDOSC's main campus is erected in Compostela with an area of 1.8 hectares, and its extension campus in Laak with 2 hectares. Later, the College established three (3) branches serving the locals in the Municipalities of Maragusan, Montevista and New Bataan with an area of 1.6 hectares, 1.2 hectares, 1.16 hectares, respectively.



DDOSC opened its doors to enrollees with its academic programs in the field of:

- · Education;
- · Agricultural Technology;
- · Entrepreneurship; and
- Criminology

d. From CVSC to DDOSC

Following the renaming of the province of Compostela Valley into Davao de Oro, through Republic Act 11297, approved on April 17, 2019, and ratified through a plebiscite on December 1, 2019, the state college that sits in the golden valley of Davao de Oro once again proved its responsive union to form and achieve a more coordinated and integrated system of higher education. Through the bill initially proposed by the 1st District Congressman Manuel "Waykurat" Zamora, the Compostela Valley State College in the Municipality of Compostela, Province of Davao de Oro, is renamed as Davao de Oro State College. The event took place on July 23, 2021, when President Rodrigo Roa Duterte signed into law the Republic Act 11575, which copy was personally presented to the DDOSC President, Dr. Christie Jean V. Ganiera, CESE, on September 10, 2021, at the Rizal Hall in Malacañang Palace.

The official renaming of Compostela Valley State College (CVSC) to Davao de Oro State College (DDOSC) holds true to its underpinning statement as a cradle of golden opportunities to its constituents and stakeholders towards achieving globally competent individuals enfolded with excellence, integrity, and solidarity.

II. Organizational Structure

To achieve the goals and objectives, the DDOSC is arranged into two major structural components: College Organizational Structure and Branch Organizational Structure. The College Organizational Structure keeps the supervision of all offices/divisions/sections/units of the College both for the academe and the administration. At the same time, the Branch Organizational Structure is responsible for maintaining the coordination of all offices/divisions/sections/units in the respective branches of the College.

In 2020, the Revised Organizational Structure of the College was adopted and approved as per Board of Trustees Resolution No. 31, series of 2020, during their



Meeting, dated June 25, 2020. This Revised Organizational Structure is based on the Revised Organizational Structure and Staffing Standards of SUCs, Level I Template.

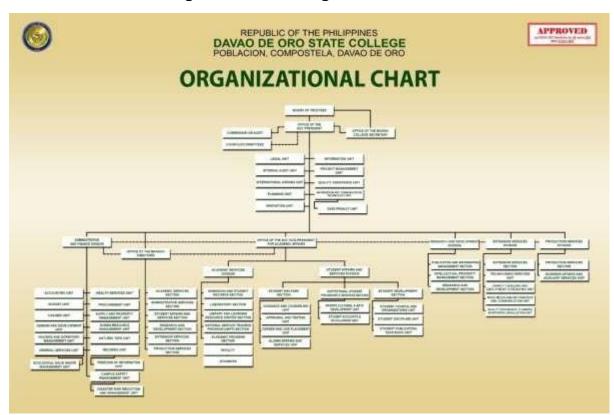


Figure 1. DDOSC Organizational Structure







III. Mandate

The College shall primarily provide advanced education, higher technological, professional instruction, and training in agriculture, science and technology, and other related fields. It shall also undertake research and extension services to support the socio-economic development of the Province of Davao de Oro and provide progressive leadership in its areas of specialization.

IV. Vision

A proactive academic pillar of the development in the ASEAN Region.

V. Mission

DDOSC shall provide golden opportunities to its stakeholder toward producing globally competent graduates, relevant and responsive research, extension, and production services anchored on good governance.

VI. Service Pledge

"We, the Faculty and Staff of Davao De Oro State College, pledge to uphold future proof and high standards of educational services for the holistic development of lifelong learners, adhering strong moral and ethical principles and values towards producing locally responsive and globally competitive graduates.

We commit to continually strive for quality and excellence in the delivery of relevant and responsive instruction, research, extension and production initiatives, for the satisfaction of stakeholders and community.

We will maintain to provide dynamic administrative support in an environment of continuously improving operational and management processes in all its campuses under governance that advances cohesion, transparency, gender and equality, and accountability to meet applicable institutional requirements, statutory, regulatory, and international standards."

LIST OF SERVICES

COMPOSTELA MAIN CAMPUS	Page 1
ADMISSION AND STUDENT RECORDS SECTION	Page 2
(External Services)	
Enrollment Procedure for Freshmen and Transferees	Page 3-6
Enrollment Procedure for Returnees and Incoming 2nd Year to 4th Year Students	Page 6-8
Enrollment Procedure for Shifters	Page 8-10
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	Page 11-12
Issuance of Academic Credentials	Page 12-13
APPRAISAL AND TESTING UNIT	Page 14
(External Services)	
College Admission Screening Process	Page 15-16
CASHIER UNIT	Page 17
(External Services)	
Collection of School Fees	Page 18
Collection of Other Fees	Page 19
Issuance of Statement of Accounts	Page 20
CASHIER UNIT	Page 21
(Internal Services)	
Collection of Unexpended Funds	Page 22
CASHIER UNIT	Page 23
(Internal/External Services)	
Releasing of Check	Page 24
FINANCE SERVICES	Page 25
(Internal Services)	
Issuance of Certification	Page 26
Payment of Cash Advance for Travelling Expenses	Page 27-28
Payment of Salaries and Wages	Page 29-30
Payment of Reimbursement for Travelling Expenses	Page 30-32
FINANCE SERVICES	Page 33
(External Services)	
Payment of Prizes	Page 34-35
Payment of Commercial Claims	Page 35-36
Payment of Honoraria	Page 36 - 37
GUIDANCE AND COUNSELING UNIT	Page 38
Walk-in Individual/Group Counseling	Page 39-40
Individual/Group Counseling through Referral	Page 41-42
HEALTH SERVICES UNIT	Page 43
(External/Internal Services)	
Processing of Insurance Claims	Page 44-45
Dental Services	Page 46
Issuance of Medical Certificate for Employees and Students	Page 47
Medical Consultation and Treatment	Page 48
HEALTH SERVICES UNIT	Page 49
(External Services)	

Medical Profiling and Physical Examination for Enrollment	Page 50
HUMAN RESOURCE MANAGEMENT SECTION	Page 51
(Internal Services)	
Application of Travel Order	Page 52
Application of Leave of Absence	Page 53-54
Issuance for Authority to Travel Abroad	Page 55-56
Issuance for Certificate of Compensatory Overtime Credit	Page 56-57
Issuance of Pay Slip	Page 57-58
Issuance of Endorsement Letter to Landbank	Page 58-59
HUMAN RESOURCE MANAGEMENT SECTION	Page 60
(Internal/External Services)	
Issuance for Certificate of Employment and Service Record	Page 61-62
LIBRARY AND LEARNING RESOURCE CENTER SECTION	Page 63
(Internal/External Services)	
Application for Library Card	Page 64
Application for Borrower's Card	Page 65
Open Database Electronic Access Services	Page 66
Reading and Circulation Services (Inside Reading, and Borrowing)	Page 67-68
Returning of Borrowed Library Resources	Page 69-70
Application for the Utilization of Audio-Visual Room	Page 71
PROCUREMENT UNIT	Page 72
(External Services)	
Issuance of Bidding Documents	Page 73-74
Issuance & Receipt of Request for Quotation Forms	Page 75
PROCUREMENT UNIT	Page 76
(Internal Services)	
Preparation and Submission of Annual Procurement Plan	Page 77
Alternative Mode of Procurement	Page 78-79
STUDENT AFFAIRS AND SERVICES DIVISION	Page 80
(External Services)	
Issuance of Student Travel Permit for Curricular Off-Campus Activities	Page 81-83
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	Page 83-84
Issuance of Certification	Page 85
Issuance of Excuse Slip for Class Absences	Page 86
Issuance of Uniform Pass Slip	Page 87
SUPPLY AND PROPERTY MANAGEMENT UNIT	Page 88
(External Services)	
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of	Page 89-91
Supplies, Materials, and Equipment	
SUPPLY AND PROPERTY MANAGEMENT UNIT	Page 92
(Internal Services)	
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	Page 93-95
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	Page 95-97
Processing of Request for Physical Inventory of Property Accountabilities	Page 97-99

MARAGUSAN BRANCH	Page 100
Admission and Student Records Section	Page 101
(External Services)	
Enrollment Procedure for Freshman and Transferees	Page 102-105
Enrollment Procedure for Returnees and Incoming 2nd Year to 4th Year Students	Page 105-106
Enrollment Procedure for Shifters	Page 107-109
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	Page 109-110
Issuance of Academic Credentials	Page 111-112
APPRAISAL AND TESTING UNIT	Page 113
(External Services)	
College Admission Screening Process	Page 114-115
CASHIER UNIT	Page 116
(External Services)	
Collection of School Fees	Page 117
Collection of Other Fees	Page 118
Issuance of Statement of Accounts	Page 119
GUIDANCE AND COUNSELING UNIT	Page 120
(External Services)	
Walk-In Individual/Group Counseling	Page 121-122
Individual/Group Counseling Through Referral	Page 123-124
HUMAN RESOURCE MANAGEMENT UNIT	Page 125
(Internal Services)	
Issuance of List and Employee's Profile	Page 126-127
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, and Part- time Personnel)	Page 128
Request for Travel Order (within the Region and not exceeding 3 days)	Page 129
Request for Travel Order (outside the Region, and/or exceeding 3 days)	Page 130-131
Payment of Salaries and Wages	Page 132-134
HEALTH SERVICES UNIT	Page 135
(Internal/External Services)	
Processing of Insurance Claims	Page 136-137
Dental Services	Page 138
Issuance of Medical Certificate for Employees and Students	Page 139
Medical Consultation and Treatment	Page 140
HEALTH SERVICES UNIT	Page 141
(External Services)	
Medical Profiling and Physical Examination for Enrollment	Page 142
LIBRARY AND LEARNING RESOURCE CENTER SECTION	Page 143
(Internal/External Services)	
Application for Library Card	Page 144
Application for Borrower's Card	Page 145
Open Database Electronic Access Services	Page 146
Reading and Circulation Services (Inside Reading, and Borrowing)	Page 147-148
Returning of Borrowed Library Resources	Page 149-150
Application for the Utilization of Audio-Visual Room	Page 151
	-

STUDENT AFFAIRS AND SERVICES SECTION	Page 152
(External Services)	
Issuance of Student Travel Permit for Curricular Off-Campus Activities	Page 153-155
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	Page 155-156
Issuance of Certification	Page 157
Issuance of Excuse Slip for Class Absences	Page 158
Issuance of Uniform Pass Slip	Page 159
MONTEVISTA BRANCH	Page 160
Admission and Student Records Unit	Page 161
(External Services)	- 460 46-
Enrollment Procedure for Freshman and Transferees	Page 162-165
Enrollment Procedure for Returnees and Incoming 2nd Year to 4th Year Students	Page 165-166
Enrollment Procedure for Shifters Procedure for Enrollment Withdrawal with Leave of Absonce (LOA)	Page 167-169
Procedure for Enrollment Withdrawal with Leave of Absence (LOA) Issuance of Academic Credentials	Page 169-170
issuance of Academic Credentials	Page 171-172
APPRAISAL AND TESTING UNIT	Page 173
(External Services) College Admission Screening Process	Page 174-175
CACHIED HAUT	Dage 176
CASHIER UNIT	Page 176
(External Services) Collection of School Fees	Pago 177
Collection of Other Fees	Page 177 Page 178
Issuance of Statement of Accounts	_
issuance of statement of Accounts	Page 179
GUIDANCE AND COUNSELING UNIT	Page 180
(External Services)	
Walk-In Individual/Group Counseling	Page 181-182
Individual/Group Counseling Through Referral	Page 183-184
HUMAN RESOURCE MANAGEMENT UNIT	Page 185
(Internal Services)	
Issuance of List and Employee's Profile	Page 186-187
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, and Part- time Personnel)	Page 187
Request for Travel Order (within the region and not exceeding 3-Days)	Page 188
Request for Travel Order (outside the region, and/or exceeding 3-Days)	Page 189-190
Payment of Salaries and Wages	Page 191-193
HEALTH SERVICES UNIT	Page 194
(Internal/External Services)	
Processing of Insurance Claim	Page 195-196
Dental Services	Page 197
Issuance of Medical Certificate for Employees and Students	Page 198
Medical Consultation and Treatment	Page 199
HEALTH SERVICES UNIT	Page 200
(External Services)	
Medical Profiling and Physical Examination for Enrollment	Page 201

LIBRARY AND LEARNING RESOURCE CENTER SECTION	Page 202
(Internal/External Services)	
Application for Library Card	Page 203
Application for Borrower's Card	Page 204
Open Database Electronic Access Service	Page 205
Reading and Circulation Services (Inside Reading, and Borrowing)	Page 206-207
Returning of Borrowed Library Resources	Page 208-209
Application for the Utilization of Audio-Visual Room	Page 210
STUDENT AFFAIRS AND SERVICES SECTION	Page 211
(External Services)	
Issuance of Student Travel Permit for Curricular Off-Campus Activities	Page 212-214
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	Page 214-216
Issuance of Certification	Page 216
Issuance of Excuse Slip for Class Absences	Page 217
Issuance of Uniform Pass Slip	Page 218
NEW BATAAN BRANCH	Page 219
ADMISSION AND STUDENT RECORDS UNIT	Page 220
(External Services)	
Enrollment Procedure for Freshmen and Transferees	Page 221-224
Enrollment Procedure for Returnees and Incoming 2nd Year to 4th Year Students	Page 224-225
Enrollment Procedure for Shifters	Page 226-228
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	Page 228-229
Issuance of Academic Credentials	Page 230-231
APPRAISAL AND TESTING UNIT	Page 232
(External Services)	
College Admission Screening Process	Page 233-234
CASHIER UNIT	Page 235
(External Services)	
Collection of School Fees	Page 236
Collection of Other Fees	Page 237
Issuance of Statement of Accounts	Page 238
GUIDANCE AND COUNSELING UNIT	Page 239
(External Services)	
Walk-In Individual/Group Counseling	Page 240-241
Individual/Group Counseling Through Referral	Page 242-243
HUMAN RESOURCE MANAGEMENT UNIT	Page 244
(Internal Services)	
Issuance of List and Employee's Profile	Page 245-246
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, and Part-	Page 246
time Personnel)	Ü
time Personnel) Request for Travel Order (within the region and not exceeding 3-days)	-
Request for Travel Order (within the region and not exceeding 3-days)	Page 247
•	-
Request for Travel Order (within the region and not exceeding 3-days) Request for Travel Order (outside the region, and/or exceeding 3-days) Payment of Salaries and Wages	Page 247 Page 248-249 Page 250-252
Request for Travel Order (within the region and not exceeding 3-days) Request for Travel Order (outside the region, and/or exceeding 3-days) Payment of Salaries and Wages HEALTH SERVICES UNIT	Page 247 Page 248-249
Request for Travel Order (within the region and not exceeding 3-days) Request for Travel Order (outside the region, and/or exceeding 3-days) Payment of Salaries and Wages	Page 247 Page 248-249 Page 250-252

LIST OF OFFICES	Page 280-282
FEEDBACK AND COMPLAINTS MECHANISM	Page 278-279
Issuance of Uniform Pass Slip	Page 277
Issuance of Excuse Slip for Class Absences	Page 276
Issuance of Certification	Page 275
Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities	Page 273-274
Issuance of Student Travel Permit for Curricular Off-Campus Activities	Page 271-273
(External Services)	
STUDENT AFFAIRS AND SERVICES SECTION	Page 270
Application for the Utilization of Audio-Visual Room	Page 269
Returning of Borrowed Library Resources	Page 267-268
Reading and Circulation Services (Inside Reading, and Borrowing)	Page 265-266
Open Database Electronic Access Services	Page 264
Application for Borrower's Card	Page 263
Application for Library Card	Page 262
(Internal/External Services)	-
LIBRARY AND LEARNING RESOURCE CENTER SECTION	Page 261
Medical Profiling and Physical Examination for Enrollment	Page 260
(External Services)	
HEALTH SERVICES UNIT	Page 259
Medical Consultation and Treatment	Page 258
Issuance of Medical Certificate for Employees and Students	Page 257
Dental Services	Page 256



COMPOSTELA MAIN CAMPUS



ADMISSION AND STUDENT RECORDS SECTION

EXTERNAL SERVICES



1. Enrollment Procedure for Freshmen and Transferees

(This process pertains to the procedures that cover all activities undertaken for the registration of qualified first-year and transferee students to their chosen program.)

Office/Division:	Admission and Student Records Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Incoming Freshmen Students and Transferees			
CHECKLIST OF REG	QUIREMENTS	WHERE TO SECURE		
For First Year:				
Admission Examination R	esult (1 original)	Guidance and Testing Unit		
Enrollment Process Slip (1 original)	Admission and Student Records Section		
Senior High School Form Certificate of Rating (1 ori		Previous School		
Certificate of Good Moral original)	Character (1	Previous School		
PSA Copy of Birth Certification photocopy) Note: If the PSA copy is illest issued Birth Certificate must verification. (1 colored photocolor Ensure to bring the Original verification purposes. PSA Copy of Marriage Cemarried women – 1 colored married women – 1 colored Note: If the PSA copy is illest issued Marriage Certificate verification. (1 colored photocolor Ensure to bring the Original verification purposes. 2x2 recent ID picture with and name tag (2 pcs.) Long Brown Envelope (1pc) Medical Certificate (1 original verification purposes.	egible, a locally t be provided for ocopy) Copy solely for ertificate (for ed photocopy) gible, a locally must be provided for ocopy) Copy solely for white background	Provided by the Client		
Transfer of Credentials or	Honorable	Previous School/ University		
Dismissal (1 original) Transcript of Records (TC		Previous School/ University		
Copy or Certificate of Gra	des (1 original)	·		
original)		Previous School/ University		
Validation Form for Credit original)	ted Courses (3	Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS		

		I		ind
Enrollment Process Slip (1 original) Admission and Student Records Section			Section	
PSA Copy of Birth Certificate (1 colored photocopy) Note: If the PSA copy is illegible, a locally issued Birth Certificate must be provided for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes. PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) Note: If the PSA copy is illegible, a locally issued Marriage Certificate must be provided for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes. 2x2 recent ID picture with white background and name tag (2 pcs.) Long Brown Envelope (1 pc.)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Submit all the required documents. Secure Enrollment Process Slip. 	Receive and check the submitted documents. Issue and sign the Enrollment Process Slip.	None	30 Minutes	Admission and Student Records Section Personnel Health Services Unit Personnel
2. Present Enrollment Process Slip and fill out the Enrollment Profile Form in the Registry System.	2. Check the completeness and accuracy of the data provided by the client. 2.1 Sign the Enrollment Process Slip.	None	4 Hours	Faculty In-charge Department
3. For first year: Present Enrollment Process Slip and secure Advising Slip.	3. Assess courses and issue Advising Slip to the student.		30 Minutes	Faculty In-charge
For transferees: Present Enrollment Process Slip and Transcript of Records from previous school.	3.1 For transferees, evaluate Transcript of Records for course validation and issue Validation Form.	None	1 Hour	Dean and Associate Dean Department
Fill-out the Validation Form and	3.2 Sign the Enrollment Process			

No. of Concession, Name of Street, or other Party of Street, or other
tral

				and
secure signature of the Dean and Associate Dean.	Slip.			
4. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	4. Encode the courses based on the Advising Slip and print the Certificate of Registration. 4.1 Sign the Enrollment Process Slip.	None	30 Minutes	Admission and Student Records Section Personnel Faculty In-charge Department
5. Submit the Certificate of Registration to the Cashier for breakdown of payables, and Present Enrollment Process Slip.	5. Assess the accounts, print payables breakdown, and return the Certificate of Registration (COR) to the student. 5.1 Sign the Enrollment Process Slip.	None	15 Minutes	Cashier Unit Head
5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID.	5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip.	None	30 Minutes	Admission and Student Records Section Personnel
6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	6. Receive the validated Certificate of Registration (COR).6.1. Sign the Enrollment Process Slip.	None	15 Minutes	Student Accounts and Scholarship Unit Personnel

				Make
7. Present Enrollment Process Slip and the validated Certificate of Registration (COR). 7.1 Fill-out the Student's ID Form and submit to the In-charge	7. Receive and sign the Enrollment Process Slip. 7.1 Facilitate ID pictorial.	None	30 Minutes	Student Affairs and Services Division Personnel
iii charge	<u> </u>		7 Hours	
ТОТ	AL FOR FIRST YEAR:	None	7 1 10u15	
TOTAL	FOR TRANSFEREES:		8 Hours	

^{*} The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

2. Enrollment Procedure for Returnees and Incoming 2nd Year to 4th Year Students

This process pertains to the procedures that cover all activities undertaken for the registration of returnees, and incoming 2nd year to 4th year students to their chosen program.

Office/Division:	Admission and Stud	Admission and Student Records Section		
Classification:	Simple			
Type of Transaction	: G2C-Government to	Citizen		
Who May Avail:	Returnees and Incom	Returnees and Incoming 2 nd year to 4 th Year DDOSC Students		
CHECKLIST OF	REQUIREMENTS	QUIREMENTS WHERE TO SECURE		
Clearance of the Previous Semester		Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS		
Evaluation of Grades		Admission and Student Records Section/ Department		
Enrollment Process S	lip	Admission and Student Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the required documents. 1.1 Secure Enrollment Process Slip.	 Receive and check the submitted documents. Issue and sign the Enrollment Process Slip. 	None	30 Minutes	Staff In-charge Admission and Student Records Section

TOTAL STREET
tral training

				119.1
2. Present Enrollment Process Slip and secure Advising Slip.	2. Assess courses based on the Evaluation of Grades and issue Advising Slip		2 Hours	
, actioning only.	to the student.		2 Hours	Faculty In-charge
For returnees: Present Enrollment Process Slip and update the	2.1 For returnees, check the completeness and accuracy of the data	None		Dean and Associate Dean Department
Enrollment Profile Form in the Registry System.	provided by the client. 2.2 Sign the			Dopartment
,	Enrollment Process Slip.			
3. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	3. Encode the courses based on the Advising Slip and print the Certificate of Registration.	None	2 Hours	Staff In-charge Admission and Student Records Section
	3.1 Sign the Enrollment Process Slip.			Faculty In-charge Department
4. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	 4. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 4.1 Sign the Enrollment Process Slip. 	None	15 Minutes	Cashier Unit Head
5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID.	 5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released 	None	1 Hour	Staff In-charge Admission and Student Records Section
	validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip.			

No. of the last of
tal

6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip.	None	15 Minutes	Staff In-charge Scholarship Unit
TOTAL FOR 2 nd Year to 4 th YEAR STUDENTS:		None	6 Hours	
TOTAL FOR RETURNEES:			8 Hours	

^{*} The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

3. Enrollment Procedure for Shifters

This process pertains to the procedures that cover all activities undertaken for the change of program of a student within the College.

Office/Division:	fice/Division: Admission and Stude		ection		
Classification:	Simple	Simple			
Type of Transaction:	G2C-Government to	o Citizen			
Who May Avail:	Existing DDOSC Stud	lents			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
For Shifters:					
Accomplished Shifting Form (1 original)			Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS		
Evaluation of Grades (1 original)		Admission and Student Records Section/ Department			
Shiftee Referral Slip (l original)	Department			
Shiftee Recommenda	tion Slip (1 original)	Guidance and	d Counseling Unit		
Clearance of the Previous	ous Semester (1	Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS			
Enrollment Process S	ip (1 original)	Admission and Student Records Section			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit all the required enrollment documents.	Receive and check the submitted documents.	None	30 Minutes	Staff In-charge Admission and Student Records	
Secure Enrollment Process Slip. 1.1 Issue and sign the Enrollment Process Slip.				Section	

No. of the last of	A
(8)	
Mid	

	1	T	T	tud
2. Inquire to the accepting Department if there is an available slot for the chosen program. Present Enrollment Process Slip.	2. Attend to the inquiry and check availability of slot.2.1 Sign the Enrollment Process Slip.	None	30 Minutes	Faculty In-charge Department
3. If slot is available, secure Shifting Form. Present Enrollment Process Slip.	3. Issue Shifting Form.3.1 Sign the Enrollment Process Slip.	None	5 Minutes	Staff In-charge Admission and Student Records Section
4. Proceed to the Dean of the current program. Secure Evaluation of Grades and Shiftee Referral Slip. Present Shifting Form and Enrollment Process Slip.	 4. Issue Evaluation of Grades and Shiftee Referral Slip. 4.1 Check and sign the Shifting Form for recommendation. 4.2 Sign the Enrollment Process Slip. 	None	1 Hour	Faculty In-charge Dean and Associate Dean Department (Current Program)
5. Present Shiftee Referral Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Guidance and Testing Unit.	5. Counseling will be done with the student. 5.1 Issue Shiftee Recommendation Slip. 5.2 Sign the Enrollment Process Slip.	None	2 Hours	Staff In-charge Guidance and Testing Unit
6. Present Shiftee Referral Slip, Shiftee Recommendation Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Dean the accepting Department.	6. Receive and check the documents submitted. 6.1 Sign the Shifting Form for approval. 6.2 Assess courses based on the Evaluation of Grades and issue Advising Slip to the student. 6.3 Sign the Enrollment Process Slip.	None	1 Hour	Faculty In-charge Dean and Associate Dean Department (Accepting Program)
7. Submit Enrollment Process Slip, advising slip Shiftee Referral Slip, Shiftee Recommendation Slip and Shifting	7. Encode the courses based on the Advising Slip and print the Certificate of Registration. 7.1 Sign the	None	2 Hours	Staff In-charge Admission and Student Records Section Faculty In-charge

Form and confirm the encoded courses.	Enrollment Process Slip.			Department (Accepting Program)
8. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	8. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 8.1 Sign the Enrollment Process Slip.	None	15 Minutes	Cashiering Unit Head
9. Submit Certificate of Registration, Advising Slip, Shiftee Referral Slip, Shiftee Recommendation Slip, Enrollment Process Slip and Shifting Form to the Registrar. Secure validation sticker for ID.	9. Receive documents and check Advising Slip versus Certificate of Registration. 9.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 9.2 Issue sticker for ID validation and released validated Certificate of Registration. 9.3. Sign the Enrollment Process Slip.	None	1 Hour	Staff In-charge Admission and Student Records Section
Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	10. Receive the validated Certificate of Registration (COR). 10.1. Sign the Enrollment Process Slip.	None	15 Minutes	Staff In-charge Scholarship Unit
	TOTAL:	None	8 Hours & 35	

^{*} The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

Minutes



4. Procedure for Enrollment Withdrawal with Leave of Absence (LOA)

This process pertains to the procedure that covers all activities undertaken for the withdrawal of enrollment or registration of a student from the program within the prescribed timeline.

Office/Division:		Admission and Stude	ent Records Se	ection	
Classification:					
Type of Transaction	:	G2C-Government to	Citizen		
Who May Avail:		All DDOSC Students			
CHECKLIST OF	RE	QUIREMENTS		WHERE TO SEC	CURE
Accomplished Droppi	ng F	orm (1 original)		d Student Records https://tinyurl.com/A	
Accomplished Leave original)		,		d Student Records https://tinyurl.com/A	
Consent Letter from tl (1 original)			Provided by the	he Client	
Medical certificate, if the Absence is health relative.					
CLIENT STEPS		GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the forms.	1.	Provide the forms.	None	5 Minutes	Staff In-charge Admission and Student Records Section
2. Proceed to the Guidance and Testing Unit and present the forms and other related documents.	for Pro Qu 2.1 doi	Check the submitted ms and documents. Divide Exit estionnaire. Counseling will be ne with the student. Counter-sign the rms.	None	2 Hours	Staff In-charge, Guidance and Testing Unit Guidance Counselor
3. Proceed to the Department. Submit the accomplished Forms, Medical Certificate, and Consent Letter from the Parents or Guardian to the Associate Dean and Dean for approval.	3. I sig for 3.1 for stu the Stu	Receive, verify, and n the submitted ms. Return the signed ms and inform the dent to proceed to e Admission and udent Records ction.	None	2 Hours	Associate Dean and Dean Department
4. Proceed to the Admission and Student Records Section. Submit the approved forms and other related documents.	the and	Check and evaluate submitted forms dother documents. Sign the Forms.	None	30 Minutes	Staff In-charge and the Registrar Admission and Student Records Section

				411.4
5. Receive the duly signed forms.	5. Process the withdrawal of enrollment or registration.	None	15 Minutes	Staff In-charge Admission and Student Records Section
	5.1 Document the withdrawal and Leave of Absence of the student.			
	5.2 Issue the duly signed forms to the student.			
	TOTAL:	None	4 Hours & 55 Minutes	

^{*} The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

5. Issuance of Academic Credentials

(This process pertains to the issuance of scholastic records to students/ alumni for any legal purposes, provided that he/she has no pending obligation from the College and has complied with the academic and non-academic requirements.)

Office/Division:	Admission and S	Student Records Section		
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Student/Alumni/Duly Authorized Representative			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Records Request Slip (1	original)	Admission and Student Records Section		
Records Claim Slip (1 or	riginal)	Admission and Student Records Section		
Official Receipt (1 original	al)	Cashier Unit		
Duly Signed Student Clearance Form		Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS		
Transcript of Records (1 Colored Photocopy)				
Diploma (1 Colored Photocopy)				
Documentary Stamps (3	0.00/copy)	Provided by the Client		
Mailing Stamp (depends on the location)				
Additional Requirement for Duly Authorized Representative				
Authorization Letter (1 o	riginal)	Provided by the authorized representative		
Any Valid ID (1 original for verification,1 photocopy with 3 signatures)				

and					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit requirements.	Receive and check requirements.	None	5 Minutes	Staff In-charge Admission and Student Records Section	
1.1 Fill-out and submit Records Request Slip and Claim Slip.	1.1 Provide Records Request Slip and Claim Slip.				
2. Present Records Request Slip and pay the corresponding fees.	2. Process the payment and issue the Official Receipt.	See table below	15 Minutes	Staff In-charge Cashiering Unit	
3. Present the Official Receipt to the Admission and Student Records Section and secure the Records Claim Slip.	3. Receive and check the Official Receipt.3.1. Issue the Student Records Claim Slip indicating the date of release.	None	5 Minutes	Staff In-charge Admission and Student Records Section	
·	3.2. Process the requested document/s.		3 Days		
4. Present the Records Claim Slip, log-in to monitoring logbook and receive the credential.	4. Receive the Records Claim Slip.4.1. Provide the monitoring logbook.4.2. Issue the	None	20 Minutes	Staff In-charge Admission and Student Records Section	
	requested credential. TOTAL:	See table below	3 Working Days & 45 Minutes		

Academic Credential	Amount
Transcript of Records (TOR)	₱70.00/page
(for Graduates, first copy of Transcript of	
Records for Employment is free of charge.)	
Diploma	₱180.00 (for 2 nd Issuance)
Certification, Authentication and Verification	₱20.00
(CAV)	
General Weighted Average (GWA)	₱20.00
Honorable Dismissal	₱20.00
Authentication of Credentials	₱20.00/copy
Any Certification from the Registrar	₱20.00
Certificate of Enrollment	Free of Charge
Certificate of Grades	Free of Charge
Certificate of Registration	Free of Charge



APPRAISAL AND TESTING UNIT

EXTERNAL SERVICES



1. College Admission Screening Process

(This process pertains to the application for admission of incoming first-year, and transfer students to the institution.)

Office/Division:	Appraisal and Testing Unit				
Classification:	Highly Technical				
Type of Transaction	: G2C-Government to Citiz	en			
Who May Avail:	sferee students, and high school graduates (old				
CHECKLIST OF REG	curriculum) RUIREMENTS	WHERE TO SECURE			
Senior High School	Applicants:				
DDOSC Admission To	est Application Form	Appraisal an	d Testing Unit		
Two (2) pcs of 2x2 pic	ture	Provided by	the applicant		
Certification as proof to graduating student	hat the applicant is a	Provided by	the applicant		
Transferee Applican	ts:				
DDOSC Admission To	est Application Form	Appraisal an	d Testing Unit		
Two (2) pcs of 2x2 pic	ture	Provided by	the applicant		
Transcript of records	(TOR)	Provided by	the applicant		
High school graduat	es (old curriculum):				
DDOSC Admission To	est Application Form	Appraisal and Testing Unit			
Two (2) pcs of 2x2 pic	ture	Provided by the applicant			
Form 138/Diploma		Provided by the applicant			
CLIENT STEPS	AGENCYACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Apply for admission through onsite application during the application period as posted on the Facebook page.	1. Post the admission application period at: https://www.facebook.com/ profile.php?id=100063638 413603 1.1 Verify the documents of applicants for completeness and authenticity. 1.2 Issue an acknowledgment slip to the student applicant.	None	5 Minutes	Appraisal and Testing Unit Head/ Guidance and Counseling Unit Head/ ATU Staff	
2. Wait for the schedule of the admission test.	 Prepare the schedule for the admission test. Publish the scheduled examination to inform the applicants at: https://www.facebook.com/profile.php?id=100063638 413603 	None	One (1) calendar week after the closing of the application period	Appraisal and Testing Unit Head/ Guidance and CounselingUnit Head/ ATU Staff	

				Arial
3. Take the admission test as scheduled.	3. Provide the students with the test questionnaire and answer sheet.	None	1 hour	Appraisal and Testing Unit Head/ Psychometrician
4. Verify test results through the DDOSC Guidance and Testing Facebook page.	4. Make an announcement on the Facebook page regarding the release of test results at: https://www.facebook.co m/profile.php?id=100063 638413603	None	Three (3) calendar weeks after the scheduled examination	Appraisal and Testing Unit Head/ Guidance and CounselingUnit Head/ ATU Staff
	TOTAL:	None	28 days, 1 Hour and 5 minutes	



CASHIER UNIT

External Services



1. Collection of School Fees

(This process pertains to school fees of students not covered by the Free Higher Education such as old accounts, requested special class, and accounts of students who are disqualified due to residency.

Office/Division:	Cashier Unit					
Classification:	Simple	Simple				
Type of Transaction	G2C - Governmen	nt to Citizen				
Who may avail:	Students					
CHECKLIST OF REG	UIREMENTS		WHERE TO SECU	IRE		
For currently enrolled students: College Identification Card or Certificate of Registration. For not officially enrolled students of the current semester: Any valid identification card		Provided by the Client				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Inquire outstanding balance.	Verify outstanding balance.			Cashier Unit – Head / Cashier Unit Staff		
Pay the required fees.	Issue official receipt.	Total 5 Minutes Outstanding Balance Cashier Unit – Head Cashier Unit Person				
	TOTAL	Total Outstanding Balance	10 Minutes			



2. Collection of Other Fees

(This process pertains to collection of fees, charges, and other assessment from students, government agencies, and other stakeholders.)

Office/Division:	Cashier Unit					
Classification:	Simple	Simple				
Type of Transaction:		G2C - Government to Citizen G2B - Government to Business				
Who may avail:	Students, Supplie	rs, and Stakeholder	S			
CHECKLIST OF REQU	IREMENTS		WHERE TO SECU	RE		
Payment Order Slip		Provided by the Client				
CLIENT STEPS	AGENCY A34CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Present Payment Order Slip.	 Check and Verify Payment Order Slip 	None	5 minutes	Cashier Unit – Head		
2. Pay the required fees.	Issue official receipt	Amount Reflected in Payment Order Slip	5 Minutes	Cashier Unit – Staff		
TOTAL		Amount Reflected in Payment Order Slip	10 Minutes			



3. Issuance of Statement of Accounts.

(This process pertains to the issuance of Statement of Accounts containing the total payables of the students for the current and previous semesters.)

Office/Division: Cashier Unit								
Classification: Simple								
Type of Transaction: G2C - Governm			ent to Citizen					
Who may avail:	Who may avail:			Students				
CHECKLIST OF REQUIR	REMEN	TS		WHERE TO SECUR	E			
For currently enrolled students: College Identification Card or Certificate of Registration. For not officially enrolled students of the current semester: Any valid identification card		Certificate of	Provided by the Client					
CLIENT STEPS	AGE	INCT ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
 Submit the requirements and Fill-in the request logbook. Prepare the statement of account. 1. Prepare the statement of account. 1.1 Check and verify the document before the approval 		None	20 minutes	Cashier Unit – Staff Cashier Unit – Head				
2. Receive and sign on the logbook for outgoing documents.	ok for outgoing approved Statement		None	2 Minutes	Cashier Unit – Staff			
		TOTAL	None	22 Minutes				



CASHIER UNIT

Internal Services



1. Collection of Unexpended Funds

(This process pertains to the collection of unexpended funds indicating the surplus amount that an employee is required to pay beyond the claimed cash advances, travel expenses, or salaries and wages.)

Office/Division:	Cashier Unit	Cashier Unit				
Classification:	n: Simple					
Type of Transaction	Type of Transaction: G2G - Government to Government					
Who may avail:	may avail: All DDOSC Employees					
CHECKLIST OF RE	QUIREMENTS	WHE	RE TO SECUR	E		
Payment Order Slip	(1 original)	Ac	counting Unit			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE		
Present the Payment Order Slip.	Check and Verify the Payment Order Slip.	None	5 Minutes	Cashier Unit – Head / Cashier Unit Staff		
Pay the indicated amount to be returned	2. Receive the payment	Cash Advance/Amount Paid less Expenditure/Adjustment	3 Minutes	Cashier Unit – Head / Cashier Unit Staff		
3. Receive and sign on the logbook for outgoing documents.	Issue Official receipt to the client					
	TOTAL	Cash Advance/Amount Paid less Expenditure/Adjustment	8 Minutes			



CASHIER UNIT

Internal/External Services



1. Releasing of Check (This process pertains to releasing of check for payment to identified payees.)

Office/Division:	Cashier Unit	Cashier Unit				
Classification:	Simple	Simple				
Type of Transaction	G2C - Governm	G2G - Government to Business G2C - Government to Citizen G2C - Government to Government				
Who may avail:	Suppliers All DDOSC Emp					
CHECKLIST OF REG	QUIREMENTS	WHE	RE TO SECURI	E		
For the suppliers: Of Collection Receipt/ Collection		Provi	ded by the Clier	nt		
For the students and employees: Valid Identification Card		Provided by the Client				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID PROCESSI PERSON NG TIME RESPONSIB				
1. Submit the required documents.	Check and Verify the submitted documents	None	5 Minutes	Cashier Unit – Head / Cashier Unit Staff		
2. Receive and sign the Disbursement Voucher and Check Released logbook.		None	5 Minutes	Cashier Unit – Head / Cashier Unit Staff		
	TOTAL	None	10 Minutes			



FINANCE SERVICES

Internal Services



1. Issuance of Certification

(This process pertains to the issuance of certification related to information generated by or originating from the Finance Services Unit that a Provided by the Client may need for legal and official purposes. Certifications are issued to affirm the validity of information.)

Office/Division:	Accounting Unit	Accounting Unit				
Classification:	Simple	Simple				
Type of Transaction:	G2G - Governme	G - Government to Government				
Who May Avail:	All					
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE		
Principal						
Request Form (1 original	al)	Accounting Ur	nit			
Representative (Addit	ional Documents)					
Authorization Letter (1 o	original)	Provided by the	ne Client			
Government- issued ide the person being repres photocopy back- to- bac (3) signature specimen)	ented (1original, 1	Provided by the Client				
Government -issued ide the representative (1 or back- to- back with affix signature specimen)	ginal, 1 photocopy	Representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Secure Request Form	1. Provide Request Form	None	5 Minutes	Accounting Unit		
2. Fill up and submit the Request Form to the Accounting Unit	Receive the Request Form 3.1 Start processing the request	None	2 Days	Accounting Unit		
3. Receive the certification and sign to out-going logbook at the Office of the Accounting Section	3. Issue the certification	None	3 Minutes	Accounting Unit		
	TOTAL	None	2 Days, 8 Minutes			



Payment of Cash Advance for Travelling Expenses

(This process pertains to the payment of cash advance for travelling expenses to any authorized employee or personnel to take part in official travel such as but not limited to official seminars, meetings, symposia, trainings and convention.)

Office/Division:	Accounting Unit				
Classification:	Complex				
Type of Transaction:	G2G - Government to Government				
Who May Avail:	All				
CHECKLIST OF REQUI	REMENTS	WHERE TO SECURE			
Principal					
Disbursement Voucher (photocopy)	1 original, 3	Provided by the Client			
Budget Utilization Reque Request and Status (1 o photocopy)	_	Provided by the Client			
Itinerary of travel (1 original photocopy)	nal, 1	Provided by the Client			
Invitation letter/Commun original, 1 photocopy)	ication letter (1	Provided by the Client			
Endorsement letter (1 ori photocopy)	ginal, 1	Provided by the Client			
Travel order (1 original,	1 photocopy)	Provided by the Client			
For Foreign Travel (add requirement)	litional				
Travel Authority		Board of Trustees			
Evaluation Form		Commission on Higher Education			
Assessment of International Conference/Meeting issues International Affairs Staff	ied by	Commission on Higher Education			
Board Resolution		Office of the College and Board Secretary			
For multiple claimants					
Payroll (1 original, 1 photocopy)		Provided by the Client			
Representative (additional requirement)					
Authorization Letter (1 or	riginal)	Provided by the Client			
Government-issued identification card of the person being represented (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client			



Government-issued identification card of the representative (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)

Representative

three (3) signature specimen)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all necessary documents to the Budget Unit	1.Receive the documents from client	None	4 Days	Budget Unit
Budget Offic	.1 Check the appropriateness, completeness and legality of the claim 1.2 Start processing of payment of cash advance for travelling expenses			Accounting Unit
2. Receive the Check and sign the receive portion of the Disbursement Voucher and sign in the out- going logbook at the Cashier's Section	2. Release the check to the client.	None	10 Minutes	Cashiering Unit
	TOTAL	None	4 Days, 10 Minutes	

3. Payment of Salaries and Wages

(This process pertains to the processing of salaries and wages including the preparation of payroll to reflect the amount to be paid to the employees/personnel for their services rendered on a specific period.)

Office/Division:	Accounting Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Regular Employees Job Order Personnel Contract of Services Personnel Part-time Personnel			



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Principal					
Biometric Print out (1 original)		Provided by the Client			
Daily Time Record (2 c	original, 1 photocopy)	Provided by th	e Client		
Accomplishment Repo original, 1 photocopy)	rt (as applicable, 2	Provided by th	e Client		
MPOR (2 original, 1 ph	otocopy)	Provided by th	e Client		
Travel Order (1 origina	I, 2 photocopies)	Provided by th	e Client		
Certificate of Appearan original, 2 photocopies		Provided by th	e Client		
Contract (1 original, 2 p	photocopies)	Provided by th	e Client		
Representative (addit Authorization Letter (1		Provided by th	e Client		
Government- issued id the person being repre photocopy back- to- ba (3) signature specimen	sented (1original, 1 ck with affixed three		Provided by the Client Provided by the Client		
the representative (1 o	Government- issued identification card of the representative (1 original, 1 photocopy back -to -back with affixed three (3) signature specimen)		Representative		
Last salary (additiona	al requirements)				
	Clearance from money, property and legal accountabilities (1 original, 1 photocopy)		Provided by the Client		
Salary due to deceas employee/personnel requirements)					
Death certificate authe original, 1 photocopy)	nticated by NSO (1	Provided by the Representative			
Marriage contract authoriginal, 1 photocopy)	enticated by NSO (1	Provided by th	e Representative		
Birth certificate of survi authenticated by NSO photocopy)		Provided by th	e Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit documentary requirements to the HRMU	Prepare payroll	None	1 day	Human Resource Management Unit	
	1.1 Start processing the payment of salaries and wages		3 days, 4 hours	Accounting Unit; Budgeting Unit; Cashiering Unit	



2. Receive the salaries and wages and sign on the payroll at the Cashier's Office. *If the payment of salaries and wages is through ATM, the salaries and wages will be credited automatically to his/her account.	2. Release the salary to the client	None	10 Minutes	Cashiering Unit
	TOTAL	None	4 Days, 4 Hours, 10 Minutes	

Office/Division:

4. Payment of Reimbursement for Travelling ExpensesThis process pertains to the Payment of reimbursement for travelling expenses to any authorized employee or personnel that took part in official travel such as but not limited to official seminars, meetings, symposia, trainings and convention.

Office of the Chief for Administration and Finance

Classification:	Complex					
Type of Transaction:	G2G - Government	G2G - Government to Government				
Who May Avail:	All	All				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE				
Principal						
Disbursement Voucher (photocopy)	1 original, 3	Provided by the Client				
Budget Utilization Reque Request and Status (1 or		Provided by the Client				
Itinerary of travel (1 origi	nal, 1 photocopy)	Provided by the Client				
Invitation letter/Commun original, 1 photocopy)	ication letter (1	Provided by the Client				
Endorsement letter (1 or	iginal, 1 photocopy)	Provided by the Client				
Travel order (1 original,	1 photocopy)	Provided by the Client				
For Foreign Travel (additional requirement)						
Travel Authority		Board of Trustees				
Evaluation Form		Commission on Higher Education				



		1		and	
	Assessment of International Conference/Meeting issued by International Affairs Staff		Commission on Higher Education		
Board Resolution		Office of the Co	ollege and Board S	Secretary	
Representative (additional requirement)					
Authorization Letter (1	original)	Provided by the	e Client		
Government-issued identification card of the person being represented (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client			
representative (1 origi	Government-issued identification card of the representative (1 original, 1 photocopy backto -back with affixed three (3) signature specimen)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all necessary documents to the	Receive the documents from client	None	5 Minutes	Budgeting Unit	
Budgeting Unit	.1 Check the appropriateness, completeness and legality of the claim		1 Day	Accounting Unit; Budgeting Unit; Cashier Unit	
	1.2 Start processing of payment of cash advance for prize		2 Days, 7 Hours	Accounting Unit; Budgeting Unit; Cashier Unit	
2. Receive the Check, sign the receive portion of the Disbursement Voucher and sign in the out-going logbook at the Cashier's Office	2. Release the check.	None	10 Minutes	College Cashier, Cashier Unit	
*If the payment for reimbursement is through ATM, the reimbursement will automatically be credited to his/her account.					
	TOTAL	None	3 Days, 7 Hours, 15 Minutes		



FINANCE SERVICES

External Services



1. Payment of Prizes

(This process pertains to the payment of prizes given to winners of official activities conducted by the College.)

Office/Division:	OCAF
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Certificate of winners (1 original, 1 photocopy)	Unit conducting the activity
Documentation (1 original, 1 photocopy)	Unit conducting the activity
Representative (additional requirements)	
Authorization Letter (1 original)	Provided by the Client
Government-issued identification card of the person being represented (1original, 1 photocopy back- to -back with affixed three (3) signature specimen)	Provided by the Client
Government-issued identification card of the representative (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)	Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all necessary documents units conducting the	Receive the documents from client	None	4 Days	Unit conducting the PAP
program/activity/ project	1.1 Check the appropriateness, completeness and legality of the claim			Accounting Unit
	1.2 Start processing of payment of cash advance for prizes			Accounting Unit; Budgeting Unit; Cashier Unit
2. Receive the Check, sign the receive portion of the Disbursement Voucher and	2. Release the check.	None	10 Minutes	Cashier Unit



sign in the out- going logbook at the Cashier Unit				
	TOTAL	None	4 Days, 10 Minutes	

2. Payment of Commercial Claims

Office/Division:	OCAF	OCAF				
Classification:	Complex	Complex				
Type of Transaction:	G2B - Government	G2B - Government to Business				
Who May Avail:	Businesses whose	Businesses whose services have been engaged by the College				
CHECKLIST OF REQU	JIREMENTS		WHERE TO SEC	URE		
Principal						
Request for billing/Sale Statement/Delivery Re		Provided by th	e Client			
Statement of work accorapplicable)		Provided by th	e Client			
Pictures of accomplish		Provided by th				
Representative (addit	•	Provided by th				
Special Power of Attor		Provided by th	e Client			
Government issued identification card of the person being represented (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client				
Government issued ide representative (1 origin to- back with affixed th specimen)	nal, 1 photocopy back -	Representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Sign in the client log book in the Supply and Property Management Unit	Provide the log book to the client	None	5 Minutes	Head, Property and Supply Management Unit		
2. Submit all required documents to the Supply and Property Management Unit	Receive the required documents from client	None 4 Days Head, Property and Sup				
	2.1 Check the appropriateness and completeness of the documents			Accountant		
	2.2 Start processing the payment			Accountant		

None

10 Minutes

3. Release the

client and

receive the

check to the

3. Receive the

Check, issue

Official Receipt,

sign the receive

Cashier

6	OTTO STATE	
NAME OF TAXABLE PARTY.		
	Vinit	

portion of the	Official	· · · · · · · · · · · · · · · · · · ·		
Disbursement	Receipt from			
Voucher and sign	the client.			
in the out-going				
logbook at the				
Cashiering Unit				
*If the payment of				
commercial claim				
is through ATM,				
the amount will				
automatically be				
credited to the				
client's bank				
account.				
	TOTAL	None	4 Days, 15 Minutes	

3. Payment of Honoraria (Payment of honoraria can be availed by an individual whose services been engaged by the College.)

Office/Division:	OCAF				
Classification:	Complex				
Type of Transaction:	G2C - Government to	Citizen			
Who May Avail:	Individual whose service	ces been engaged by the College			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
Principal					
Certificate of service reno photocopy)	dered (1 original, 1	Office who spear-headed the activity			
Profile/Curriculum Vitae (1 original, 1 photocopy)		Provided by the Client			
Documentation (1 original	al, 1 photocopy)	Provided by the Client			
Representative (addition	onal requirements)				
Authorization Letter (1 original)		Provided by the Client			
Government-issued identification card of the person being represented (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client			
Government-issued identification card of the representative (1 original, 1 photocopy backto-back with affixed three (3) signature specimen)		Representative			

No. of Lot of Lo	
(69)	
hink	

			1	THAT .
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit documentary requirements to the person in- charge of the program/activity/p roject	Receive the documents and process the Obligation Request and Disbursement Vouchers	None	5 Minutes	Lead office/unit of the program/activity/ project
,	1.1 Submit the documents to finance for processing of payment		4 days	Budgeting Unit; Accounting Unit; Cashiering Unit
2. Receive the Check, issue Official Receipt, sign the receive portion of the Disbursement Voucher and sign in the out-going logbook at the Cashiering Unit *If the payment of commercial claim is through ATM, the amount will automatically be credited to the client's bank account.	2. Release the check to the client.	None	10 Minutes	Cashiering Unit
	TOTAL	None	4 Days, 15 Minutes	



GUIDANCE AND COUNSELING UNIT

External Services



1. WALK-IN INDIVIDUAL/GROUP COUNSELING

Simple

Office/Division:

Classification:

(This process pertains to providing counseling sessions to walk-in clients whether individuals or groups, constituting a fundamental element of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor utilizes diverse methods, strategies, or techniques aimed at bolstering the counselee's interpersonal and intrapersonal growth, aiding in career exploration, and nurturing their personal capacities to address challenges effectively.)

Guidance and Counseling Unit

Classification:	Simple	Simple				
Type of Transaction	n: G2C-Governme	G2C-Government to Clients				
Who May Avail:	All DDOSC Stud	Students				
CHECKLIST OF RE	QUIREMENTS	WHERE	WHERE TO SECURE			
Request Slip		Guidanc	e and Counseling L	Jnit		
Counseling informed	consent	Guidanc	e and Counseling L	Jnit		
Counseling Form		Guidanc	e and Counseling L	Init		
Government –issued identification card (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided	Provided by the Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE		
Fill out the Counseling Logbook	Instruct client to fill out the counseling logbook.	None	2 Minutes	Guidance and Counseling Staff		
2. Fill out the Request Slip and forward the client to the Guidance	2.1. Instruct the client to fill out request slip.	None	2 Minutes	Guidance and Counseling Staff		
Counselor	2.2. Endorse the client to the Guidance Counselor.					
3. Fill out the Counseling Form	3.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor		
4.Sign the Counseling Informed Consent	4.1. Instruct the client to affix his/her signature and explain	None	45 minutes	Guidance Counselor		

No.	STEEL STEEL
2	
V	
No.	

				trail
	to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.			
5. Counseling Session	5. 1. Commence the counseling session.			
	TOTAL	None	51 Minutes	



2. INDIVIDUAL/GROUP COUNSELING THROUGH REFERRAL

Guidance and Counseling Unit

Office/Division:

(This process pertains to providing counseling sessions to individuals or groups through referral as a fundamental part of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor employs methods, approaches, or techniques to enhance the counselee's interpersonal and intrapersonal development, career path, and personal abilities to find a solution to their problems.)

Office/Division.		Guidance and Counseling Onit				
Classification:		Simple				
Type of Transact	ion:	G2C- Government to	o Clients			
Who May Avail:	All DDOSC Students					
CHECKLIST OF F	REQU	IREMENTS	WHERE TO	SECURE		
Student's Referral	Slip		Guidance	and Counseling L	Jnit	
Student Call Slip			Guidance	and Counseling L	Jnit	
Counseling inform	ed co	nsent	Guidance	and Counseling L	Jnit	
Counseling Form			Guidance	and Counseling L	Init	
Government –issu (1original, 1 photo affixed three (3) si	сору	back- to- back with	Provided by the Client			
CLIENT STEPS	<i>,</i>	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Receive and Complete the Referral Slip	1.2	Prepare the Counselor's Referral Form. Confirm with the client the intent to be referred to the Guidance Counselor. Fill out the referral form and submit it to the guidance and counseling office.	None	5 Minutes	Faculty/ Prefect of Discipline	
2. Receive the Referral Slip	2.1	. Issuance of an acknowledgment slip to the referent.	None	2 Minutes	Guidance Staff	
3. Identify the Client for Counseling	3.1	. Issuance of Student Call Slip	None	2 Minutes	Guidance Counselor	

South Street,
The state of the s

				and
4. Fill out the Counseling Logbook and forward the client to the Guidance Counselor	4.1. Instruct the client to fill out the counseling logbook.4.2. Endorse the client to the guidance counselor.	None	2 Minutes	Guidance Staff
5.Fill out the Counseling Form	5.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
6. Sign the Counseling Informed Consent.	6.1. Instruct the client to affix his/her signature and explain to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.	None	5 minutes	Guidance Counselor
7. Counseling Session	7.1. Commence the counseling session.	None	40 minutes	Guidance Counselor
8. Issue referral Feedback Form	8.1 Furnish referral feedback form to the referent.	None	2 Minutes	Guidance Counselor
	TOTAL	None	1 Hour	



HEALTH SERVICES UNIT

External/Internal Services



1. Processing of Insurance Claims
(This process pertains to the claiming of insurance thereby providing financial assistance to the claimant.)

Office/Division:	HEALTH SERVICES UNIT	<u>. </u>		,	
Classification:	Highly Technical				
Type of Transaction:	G2C – Government to Citizer	n, G2G – Goverr	nment to Governm	ent	
WHO MAY AVAIL	DDOSC Employees, and Stu	dents			
CHECKLIST OF I	REQUIREMENTS	,	WHERE TO SECU	JRE	
PRIMARY REQUIREMENTS					
For Students: College ID/Certificate of Registration – (1 Original) For Employees: Employees ID (Faculty/Staff) – (1 Original)		Provided by the Client			
Insurance Forms – (1 Original)	School Clinic			
SECONDARY REQUIREMEN	TS				
A. For Hospitalization and/	or Accident Claim:				
Medical Certificate – (1 Origina	al)				
Hospital bills (If Confined) – (1	Original)				
Prescription of medicine – (1 0	Original)	Provided by the Client			
Receipts, Invoice or other evid – (1 Original)	lences of expenses				
Police Report (for Vehicular A	ccident ONLY) - (1 Original)				
B. For Death Claim:					
Funeral Contract – (1 Original)		Provided by the Representative			
Death Certificate with PSA Ce – (1 Original)	rtification of the Claimant				
C. For Fire Claim:					
Certificate from the Bureau of	Fire – (1 Original)	Provided by the Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present ID and sign client's logbook, and verbalize the history of event/accident.	Conduct initial assessment and health history of illness and confinement or nature of incident	None	3 minutes	HSU Personnel	
Secure insurance forms, checklist and submit the requirements	2. Provide the insurance forms with checklist, and assess the submitted requirements for completeness and accuracy	None	7 minutes	HSU Personnel	
3. Fill-out insurance forms	Instruct and gives assistance in filling up the forms to avoid errors	None	3 minutes	HSU Personnel	

				trid.
Receive proper instruction on insurance processes depending on the case	4. Provide instruction on the possible duration as when the client can claim their insurance Note: Submit the documents to Insurance Company for assessment of requirements and evaluation of claims	None	3 minutes	HSU Personnel
5. Leave contact details to the school nurse for updates.	5. Provide the claimant with regular updates regarding their insurance status and notify them when their insurance claim becomes available.	None	1 - 2 months	HSU Personnel
Present Valid ID, and fill up the Insurance Claim Form. Receive Insurance claim and sign in the logbook for Outgoing Insurance Claims.	6. Verify the provided identification, and issue the Insurance Claim (check/cash) along with a voucher that displays comprehensive details of the claim, signed by the claimant. Provide additional instruction for encashment of the insurance claim if it is issued in the form of a check.	None	3 minutes	HSU Personnel
	TOTAL	None	2 Months and 19 Minutes	



2. Dental Services

(This process pertains to the providing oral-dental health services, such identifying oral-dental problems, and recommending possible remedies as advised by the school Dentist.)

Office/Division:	HEALTH SERVICES UN	IIT		
Classification:	Simple			
Type of Transaction:	G2C – Government to C G2G – Government to G			
WHO MAY AVAIL	DDOSC Employees, and	d Students		
CHECKLIST OF REQUIREMENTS		w	HERE TO SECUR	E
For Students: College ID/0 (1 Original)	Certificate of Registration –	Provided by the Clic	ent	
For Employees: Employee	es ID – (1 Original)			
Dental Record Form – (1 O	riginal)	School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Present ID and sign in the dental logbook	Verify availability of slot for dental check-up and consultation with the School Dentist	None	3 Minutes	HSU Personnel
2. Undergo Oral Dental check-up, consultation, /and tooth extraction as recommended by the Dentist	2. Conduct oral dental examination. Note: With the client's approval, the dentist may carry out a tooth extraction as recommended.	None	25 - 30 Minutes	Dentist
3. Wait for post dental care instruction	Give instruction on proper post dental care	None	3 Minutes	Dentist
Secure prescription of medicine	Prescribe medicine if necessary	None	3 minutes	Dentist
5. Claim referral to specialist if necessary	5. Refer patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	Dentist

TOTAL

NONE

42 Minutes



3. Issuance of Medical Certificate for Employees and Students (This process pertains to the issuance of medical certificate to all clients availing this service.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Govern	ment		
WHO MAY AVAIL	DDOSC Employees and Stude	ents		
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	JRE
For Students: College ID/Cert Original)	ificate of Registration - (1	Provided by th	ne Client	
For Employees: Employees II	D – (1 Original)			
Laboratory Results (CBC, UA,	SA, X-ray etc.) – (1 Original)	Clinic or Hosp	ital of Choice	
Medical Record Form – (1 Orig	inal)	School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present ID, sign the medical logbook and verbalize chief complaint or present illness	Give the logbook to client for recording. Conduct health history and assessment of present illness	None	3 Minutes	HSU Personnel
Undergo vital signs taking, height and weight measurement	Conduct height and weight measurement and taking of temperature, BP, RR, PR	None	5 Minutes	HSU Personnel
Submit for medical consultation and physical examination	Conduct physical examination and/or medical consultation	None	10 Minutes	Physician
4. Submit laboratory results (X-ray, CBC, etc.)	Interpret and assess Laboratory results	None	5 Minutes	Physician
Note: Secure laboratory request if lab results are unavailable	Note: Give laboratory request when necessary			
5. Receive instructions and/or health advice as given by by the school physician.	5. Give instruction, health advise,	None	5 Minutes	Physician HSU Personnel
6. Receive medical certificate and sign in the logbook for released medical certificates.	6. Provide the medical certificate and instruct the client to sign in the logbook for released medical certificates	None	2 Minutes	HSU Personnel
	TOTAL		30 Minutes	



4. Medical Consultation and Treatment

(This process pertains to providing medical check-up, administering treatments, and providing health guidance regarding clients' illnesses or conditions.)

Office/Division:	or conditions.) HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
WHO MAY AVAIL	Employees and Students			
CHECKLIST OF RE	EQUIREMENTS		WHERE TO SECU	RE
For Students: College ID/Cert Original)	, ,	Provided by the (Client	
For Employees: Employees ID Medical Record Form – (1 Orig		School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present ID, sign the logbook for medical consultation, and verbalize chief complaints/illnesses	1. Verify the submitted ID. Proceed with the initial assessment and of gathering health history related to the present illness.	None	3 minutes	HSU Personnel
Undergo measuring of vital signs	2. Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	HSU Personnel
Submit to medical consultation and physical examination	Conduct physical examination and/or medical consultation	None	10 Minutes	Physician
4. Secure medical advice, and medicine for illness as prescribed by the school physician.	Give medical advice and medicine as prescribed	None	3 Minutes	Physician
5. Receive proper health care, instruction, and if necessary a referral to specialist or hospital	5. Give health advise, instruction on dosage of medicine, and if necessary a referral to a specialist or hospital	None	3 Minutes	Physician HSU Personnel
Receive Medical Certificate and sign in the logbook for released medical certificates.	6. Give medical certificate, and instruct the client to sign in the logbook for released medical certificates Note: For severe cases, excuse slip is also provided to the client	None	3 Minutes	Physician HSU Personnel

TOTAL

27 Minutes



HEALTH SERVICES UNIT

External Services



1. Medical Profiling and Physical Examination for Enrollment
(This process pertains to creating a medical profile of students upon their enrollment to the college, and requiring them to submit the necessary requirements indicating their physical fitness to pursue studies.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen	1		
WHO MAY AVAIL	Freshmen Students and Retu	irnees		
CHECKLIST OF	REQUIREMENTS		WHERE TO SECU	JRE
aboratory Results (CBC, Urinal Stool Exam) – (1 Original copy	•	Provided by th	e client	
Annual Drug Test Result – (1 Or	riginal)	Provided by th	e client	
Medical Certificate – (1 Original)		Provided by th	e client	
Physical Examination Form – (1	Original)	School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present ID, sign the medical logbook and present requirements needed.	Give the logbook to client for recording and inspect the validity of requirements needed	None	3 Minutes	HSU Personnel
Receive and Fill-out the Physical Examination Form	2. Provide Physical Examination Form and give instructions on how to properly fill it in.	None	5 Minutes	HSU Personnel
3. Undergo measurement of height, weight, BP, respiratory rate, pulse rate, temperature, and present pertinent past and present medical history	3. Conduct measuring of height, weight, and vital signs. Interview and ask follow up questions to create health history.	None	5 Minutes	HSU Personnel
Submit to physical examination	4. Conduct Physical examination Prepare Medical Clearance	None	10 Minutes	Physician HSU Personnel
5. Receive Clearance	5. Provide Medical Clearance	None	2 Minutes	Physician
	TOTAL		25 Minutes	



HUMAN RESOURCE MANAGEMENT SECTION

Internal Services



1. Application of Travel Order
This process pertains to the application of a Travel Order before undertaking official travel. The purpose behind the travel request is detailed within the Travel Order itself.

Office/Division:	Human Resource Management Unit				
Classification:	Simple				
Type of Transaction:	G2G - Government to G				
Who May Avail:	Present Employees of D	DOSC			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SE	CURE		
Travel Order (2 cop	ies)	Human Resource Management Unit (Travel Order Forms are also downloadable at https://tinyurl.com/DDOSCHRForms .)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Complete the Travel Order form and then proceed to submit it.	Receive the travel order from the client Assign travel order number to the submitted travel order The HRMU Head affix initial next to the assigned travel number.	None	10 Minutes	HRMU Staff HRMU Head	
2. None	Log travel details Forward the Travel	None	3 Minutes	HRMU Staff HRMU Personnel	
	Order to the proper authorities for approval Proper authorities shall sign/approve/disapprove the Travel Order		1 Day	VPAA CAF College President	
3. Follow up the status of the Travel Order before the travel date	Inform the Client about the status of the Travel order	None	3 Minutes	HRMU Staff	
TOTAL:		None	1 Day and 16 Minutes		



2. Application for Leave of Absence

This process pertains to the filing of Leave of Absence requests by officials and employees of Davao De Oro State College. This allows them to be excused from work, either with or without pay, as stipulated by relevant laws. The college accepts and processes these leave applications accordingly.

Office	e/Division:	Human Resource Mar	nagement Unit			
Class	ification:	Simple				
Туре	of Transaction:	G2G - Government to	Government			
Who	may avail:	Active DDOSC Plantil	la Personnel			
CHEC	KLIST OF REQU	IREMENTS	WHERE TO SECURE			
CS Form No. 6 (Application for Leave) 2 (original Copies) and other applicable attachments:			(CS Form No.	rce Management Uni 6 Application for Lea at https://tinyurl.com/	ve Form is also	
a.	Sick Leave beyo (Attachment: 1 o medical certifica	riginal copy of				
b.	Special Emerger (Attachments: 2- proof of calamity declaration of aff	3 printed pictures & photocopy of				
C.	 c. Leave beyond 30 days (Attachments: 2 original copies Approved letter of intent and 3 original copies of clearance) 					
d.	,					
e. Parental Leave (Attachment: 1 Photocopy of valid Solo Parent ID Card)						
CL	IENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	Fill-out form and inquire leave balance from the assigned HR Staff • Filling of leave of absence depends on the nature of leave	1. Check records and inform employee of his/her leave balance. Advice the employee to return the leave form upon approval from the proper	None	10 Minutes	HRMU Staff	

No. of the last of	
	1

ļ		T		100.1
applied for, subject to existing CS rules and laws.	authorities.			
2. Submit the filled-out form to the HRMU and fill out the logbook for Leave Application	2. Receive the Leave form to fill- in leave balance portion and update the personnel leave card.	None	10 minutes	HRMU Staff
	Certify the leave balance reflected on the form.			HRMU Head
3. None	3. Seek approval of leave from proper authorities Proper authorities shall sign/approve/dis approve the leave application of the employee.	None	2 Days	HRMU Staff VPAA CAF College President
4. Receive and sign on the Logbook for outgoing documents	4. Inform the client of the status update of the Leave Application, and Issue the Approved Leave Form	None	3 Minutes	HRMU Staff
TOTAL:		None	2 Days, 23 Minutes	



3.Issuance for Authority to Travel Abroad

This process pertains to the issuance of Authority to Travel which serves as proof that the employee is authorized to travel abroad with the approval of the Head of Agency or by the authorized officials.

Office/Division:

Human Resource Management Section

Office/Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to G	Government		
WHO MAY AVAIL	All regular DDOSC Employees			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SECU	IRE
Pre-Approved Leave for supervisor) (2 original)			Provided by the Cl	ient
Letter duly noted by that the absence will n operation.			Provided by the Cl	ient
3. Request for persona the online request form	, ,	Human Resource Management Unit https://tinyurl.com/DDOSCHRRequestForm		
CLIENT STEPS	AGENCY ACTION	EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request for personal Travel Authority and requirements	1. Receive request for personal Travel Authority, Leave Form and other attachments	None	5 minutes	HRMU Staff
2. None	1. Prepare personal Travel Authority and print copies	None	10 Minutes	HRMU Staff
	2. Fill-in leave balance portion and update the personnel leave card. The HRMU Head certifies the leave balance.			HRMU Staff HRMU Head

			Canal Canal
3. None	1. Review the printed Travel Authority and other documents from the Client 2. Forward the Authority to Travel to the Office of the College President for Approval	5 Minutes 1 Day	HRMU Head College President
Receive and sign on the Logbook for outgoing documents	1. Release the approved authority to travel to the client	3 Minutes	HRMU Staff
	TOTAL	1 Day and 22 Minutes	

4. Issuance for Certificate of Compensatory Overtime Credit

This process pertains to the processing and issuance of a Certificate of Compensatory Overtime Credits (COC) of Personnel who rendered authorized overtime services. A Certificate of COC is provided when overtime services are rendered. The COC is based on the number of Compensatory Time-Off (CTO) credits earned by the requesting personnel. The Certificate of COC is a supporting document when filing for a CTO.

Office/Division:	Human Resource Management Unit				
Classification:	Simple	Simple			
Type of Transaction:	G2G - Government to Government				
WHO MAY AVAIL	All DDOSC Employees				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Duly signed Daily Time Record (DTR) for the month requested (2 original copies)		To be provided by the applicant.			
Approved Letter for Extension of Service – (1 copy)		To be provided by the applicant.			

				Mal
CLIENT STEPS	AGENCY ACTION	EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the requirements to the HRMU	Receive and check as to the completeness of the requirements	None	2 minutes	HRMU Staff
	1.1 Prepare the Certificate of Compensatory Overtime Credit		2 minutes	
	1.2 Compute the overtime Credits		30 minutes	
	1.3 Endorse the Certificate of Compensatory Overtime Credit to the Office of the College President for Signature/Approval		1 day	College President
	1.4 Receive the approved Certificate of Compensatory Overtime Credit from the Office of the College President			
	1.5 Inform the Client/s for the update of the requested document			
2. Receive and sign on the Logbook for outgoing documents	Release the Certificate of Compensatory Overtime Credit	None	3 Minutes	HRMU Staff
	TOTAL		1 Days and 35 Minutes	

5. Issuance for Payslip

This process pertains to the Issuance of Payslip, a document issued to Davao De Oro State College (DDOSC) employees as proof of their earnings, the tax they have paid, contributions (GSIS, Pag-Ibig, PhilHealth), and loan deductions.

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government



WHO MAY AVAIL		Active DDOSC Personn	el		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Request Form via goggle form		Human Resource Management Unit https://tinyurl.com/DDSOSCHRRequestForm			
CLIENT STEPS	Α	GENCY ACTION	EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
File online request through Google form	1.1 F	Check, & verify submitted request Prepare the requested Payslip	None	10 minutes	HRMU Personnel
		Endorse to the HRMU or approval.		5 Minutes	HRMU Head
2. Receive the payslip, and Sign the Log book for outgoing documents	d	elease the document uly signed by the IRMU Head	None	3 Minutes	HRMU Staff
		TOTAL		18 Minutes	

6. Issuance of Endorsement Letter to Landbank This process pertains to the Issuance of Endorsement Letter to Landbank, a process of authenticating employment for opening of a Landbank (LBP) payroll account.				
Office/Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
WHO MAY AVAIL	Active/newly hired DDOSC personnel without LBP payroll accounts (plantilla, casual, part-time, directly hired JO/COS)			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Request Form via Google form		Human Resource Management Unit https://DDOSCHRRequestForm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E

				1111
File online request through Google form	1.1 Check, & verify submitted request	None	10 minutes	HRMU Personnel
	1.2 Prepare the requested document			
	1.3 Endorse to the HRMU for approval.		5 Minutes	HRMU Head
2. Receive the LBP Endorsement and Sign in the Log book for outgoing documents	2. Release the document duly signed by the HRMU Head	None	3 Minutes	HRMU Staff
	TOTAL	None	18 Minutes	



HUMAN RESOURCE MANAGEMENT SECTION

Internal/External Services



1. Issuance for Certificate of Employment and Service Record

This process pertains to the issuance of certificate of employment and service record to both employed and formerly employed teaching and non-teaching employees. The certificate of employment contains position, office, duration of employment, salary and purpose, while the service record contains detailed information of appointment and the purpose.

Office/Division:	Human Resource Mana	agement Unit
Classification:	Simple	
Type of Transaction:	G2G - Government to G G2C – Government to G	
WHO MAY AVAIL		DOSC (Davao De Oro State College), and individuals byed by the college but are no longer in its service.
011-017-10-0-		14/11757 - 2 4 4 4 1 1 5 1

who were formerly employed by the college but are no longer in its service			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
For currently employed: Online Request of	Human Resource Management Unit		
Certificate of Employment or Service Record	https://tinyurl.com/DDOSCHRRequestForm		
For former employee:	Human Resource Management Unit		
Online Request of Certificate of Employment or	https://tinyurl.com/DDOSCHRRequestForm		
Service Record			
	Provided by the Client		
2. Accomplished Clearance for separated	·		
employee (1 original copy)			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For currently employed: File online request through Google form	Check and verify the submitted request	None	5 minutes	HRMU Staff
For former employee: File online request through Google form and present accomplished clearance	Check and verify the submitted request, and the clearance submitted	None	5 minutes	HRMU Head
2. None	Prepare the Certificate of Employment/Service Record and forward to proper authorities for approval For COE: Verify Certificate of Employment for Approval	None	10 Minutes 10 Minutes	HRMU Staff HRMU Head
	For Service Records Verify Service Records		1 Day	College President

6	OTTO	
No.	S.	
	31	3)

	for Approval			
3. Receive and sign on the Logbook for outgoing documents	3. Release the Service Record/ Certificate of Employment	None	3 Minutes	HRMU Staff
	TOTAL	None	1 Day and 33 Minutes	



LIBRARY AND LEARNING RESOURCE CENTER SECTION

Internal/External Services



1. Application for Library Card

(This process pertains to verifying the access of employees and students to library services, ensuring the safe circulation of resources. It includes acquiring a library card, enabling authorized resource utilization, and supporting responsible borrowing practice.)

utilization, and suppo	rting responsible borr	owing practice	.)			
Office/Division:			e Center Section			
Classification:	Simple	Simple				
Type of Transaction		G2G-Government to Government G2C-Government to Citizen				
Who May Avail:	Employees and	nd Students				
CHECKLIST OF F	REQUIREMENTS		WHERE TO	SECURE		
1x1 Picture, White Boots Original)	ackground (1	Provided by t	he Client			
Library Card Form (1	original)	•	earning Resource (ne Application	Center Section -Reference		
Library Card Registra original)	ation Form (1	Online Applic	ation: com/LIBCARDMain			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sign the necessary information in the logbook at the reference desk or in the online application, and then present the required documents to the person in charge.	Review the submitted requirements of the client.	None	2 Minutes	Library and Learning Resource Center Section, Personnel		
2. Complete the Library Card Registration form to be registered in the KOHA Library Management System.	2. Encode, generate the barcode, and issue the Library Card for the client.	None	15 hours, 55 minutes	Library and Learning Resource Center Section, Personnel		
3. For durability purposes, the client is advised to laminate his/her ID.	3. Verify the authenticity of the laminated Library Card presented by the client.	None	3 Minutes	Library and Learning Resource Center Section, Personnel		
	TOTAL:	None	16 Hours/ 2 Days			



2. Application for Borrower's Card

(This process pertains to obtaining a library borrower's card, highlighting the formal application process or the card, and confirming the client's identity when accessing and borrowing resources)

for the card, and confi	rming the client's ide	ntity when acc	essing and borrowi	ng resources)		
Office/Division:	Library and Lea	Library and Learning Resource Center Section				
Classification:	Simple					
Type of Transaction	: G2G-Governme		ent			
Who May Avail:	Employees and	Students				
CHECKLIST OF R	REQUIREMENTS		WHERE TO	SECURE		
Borrower's Card Forn	n (1 original)	Library and Learning Resource Center Section- Reference Desk or Online Application Online Application Form: https://docs.google.com/forms/d/12NIT6hUIUiojQ4AAs1aCdoKErgoKeH6T3fqvgL0Xo				
1x1 Picture, White Ba original)	ackground (1	Provided by t				
Library Card		Provided by t	he Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the requirements presented, and issue borrower's card to the client for their completion.	None	2 Minutes	Library and Learning Resource Center Section, Personnel		
2. Receive and fill out the necessary information on the borrower's card.	2. Assist the borrower in completing the card and then receive it for filing in the File Cabinet.	None 5 Minutes Library and Learning Resource Center Section Personnel				
	TOTAL:	None	7 Minutes			



3. Open Database Electronic Access Services
(This process pertains to the effective monitoring of both online and offline electronic resource access.
This service is designed for faculty, staff, and students, ensuring comprehensive oversight and security

	signed for faculty, sta and physical resource		s, ensuring compre	hensive oversight and security
Office/Division:			e Center Section	
Classification:	Simple			
Type of Transaction	n: G2G-Governme G2C-Governme		ent	
Who May Avail:	Employees and	Students		
CHECKLIST OF RE	QUIREMENTS		WHERE TO	SECURE
Registration Form (1	original)	Library and L Library	earning Resource (Center Section-Electronic
Reservation Form (1	original)	Library and L Library	earning Resource (Center Section-Electronic
Library Card		Provided by t	he Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan the Library Card in the entrance Logger System and sign in the E-Library/ Database Logbook.	Assist the client upon registration.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
2. Fill in the 'Reservation Form' and submit it to the designated In- Charge before availing the services.	2. Receive the Reservation Form to be submitted by the client.	None	3 Minutes	Library and Learning Resource Center Section- Personnel
3. Register in the designated database to create a unique 'User Account,' if applicable	3. Assist the client in the registration process and guide them in using the system.	None	10 Minutes	Library and Learning Resource Center Section- Personnel
Navigate the available resources.	4.If necessary, provide the client with information about the requested resources.	None	40 Minutes	Library and Learning Resource Center Section- Personnel
	TOTAL:	None	55 Minutes	



4. Reading and Circulation Services (Inside Reading, and Borrowing) (This process pertains to the inside reading and borrowing by faculty, staff, and students for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.)

borrowing for home use p	ourposes or for pl	notocopying.)			
Office/Division:	Library and Learning Resource Center Section				
Classification:	Simple				
Type of Transaction:	G2G-Governme	ent to Government ent to Citizen			
Who May Avail:	Employees, Stu	idents, and Outside Researcher			
CHECKLIST OF REC	UIREMENTS	WHERE TO SECURE			
Inside Reading for Fac	ulty, Staff, and				
Students					
Entrance Logbook		Library and Learning Resource Center Section-Reference Desk			
Library Card (1 Laminate	ed)	Provided by the Client			
Borrowing for Faculty	and Staff				
Borrower's card (1origina	al)	Library and Learning Resource Center Section-Online Reservation			
		Online Reservation: https://tinyurl.com/LIBRESERVEFORM			
Any government-issued identification card (1 original)		Provided by the Client			
Borrowing for Student					
Online Reservation for o clients	ut of campus	Library and Learning Resource Center Section-Online Reservation			
		Online Reservation: https://tinyurl.com/LIBRESERVEFORM			
Borrower's Card/ Borrow	ver's Logbook	Library and Learning Resource Center Section-Reference Desk			
Library Card (1 laminate	d)	Provided by the Client			
Borrowing for Outside	Researcher				
Online Reservation for out of campus clients		Library and Learning Resource Section-Online Reservation			
		Online Reservation: https://tinyurl.com/LIBRESERVEFORM			
Recommendation Letter School Librarian or Adm original)		Provided by the Client			



Any government-issu card (1 original)	ed identification	Provided by t	he Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For faculty, Staff and Students: Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the completene ss/ correctness of the presented document.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
1.1 For Outside Researcher/s: Sign the visitor's logbook located at the reference desk and present the document required by the Librarian.	1.1 Conduct interview, verify, and accept the necessary requirements as specified by the Librarian.	None	4 Minutes	Library and Learning Resource Center Section, Personnel
2. Locate the reference resources on the shelves.	2. Assist the client in locating the reference resources in the shelves, if needed.	None	6 Minutes	Library and Learning Resource Center Section, Personnel
	2.2. Subsequently, release the resources to the client for the intended purpose.			
	2.3. Keep and secure the necessary document handed over by the client in the File Cabinet.			
	TOTAL: F, AND STUDENTS IDE RESEARCHER	None None	8 Minutes 10 Minutes	



5. Returning of Borrowed Library Resources (This process pertains to the recalling and safekeeping of library resources that have been borrowed by the faculty, staff, and students, offering a service aimed at efficient management.) Office/Division: Library and Learning Resource Center Classification: Simple Type of Transaction: G2G-Government to Government G2C-Government to Citizen Who May Avail: **Employees and Students CHECKLIST OF REQUIREMENTS** WHERE TO SECURE **Faculty and Staff** Library and Learning Resource Center Section-Borrower's Card (1 original) Reference Desk Provided by the Client Any government-issued identification card (1 original) Provided by the Client **Borrowed Resources** Student Library and Learning Resource Center Section -Borrower's Card/Borrower's Logbook (1 original) Reference Desk Library and Learning Resource Center Section -Library Card (1 laminated) Reference Desk **Borrowed Resources** Provided by the Client Cashier Section Official Receipt (For over-due books) **CLIENT STEPS AGENCY ACTION FEES TO PROCESSIN PERSON BE PAID G TIME** RESPONSIBLE 1. Provide assistance to the 2 Minutes 1. Input/scan Library None Library and Card in the Entrance client during this process. Learning Resource Logger System and Center Section, sign in the logbook Personnel located at the reference desk. 2. Present the borrowed 2. Check the condition of None 5 Minutes Library and resources at the Learning Resource the resources and verify Reference Desk for Center Section. any discrepancies in the verification and return. Personnel "permissible time" recorded in the borrower's card or borrower's logbook. a. If the transaction is settled, return the

documents handed over by the client (such as Government ID, Library

A	OPPORTED IN	
THE P.	-	
		3)
	SAUND	9

					Trial.
	Card).				
	b. Return the reso				
2. For everylye or	2. Cofoly keep the			2 Minutes	Librow, and
3. For overdue or damaged resources, comply with the corresponding sanction or fines.	3. Safely keep the item being sanctioned or the official receipt for the amount being paid.			2 Minutes	Library and Learning Resource Center Section, Personnel
a. For payments, obtain the payment slip from the Librarian, then pay the exact amount directly to the Cashier In-	3.1 Receive the payment from the client and issue an Official Receipt.		The length of the penalty or the fine imposed depends on how long the	3 Minutes	Head/Cashier Section
Charge	3.2 If the transaction is settled, return the documents handed over by the client, such as the Government ID and Library Card.		books are overdue.	1 Minute	Library and Learning Resource Center Section, Personnel
		TOTAL:	on the number of minutes/ hours being	13 Minutes	
			sanctioned/ fined.		



6. Application for the Utilization of Audio-Visual Room

(This process pertains to the effective management of audio-visual resources for faculty, staff, and

•	s is dedicated to monitoring rces during utilization.)	g the Audio-Vis	sual Room and ensu	ring the safekeeping
Office/Division:		Library and Learning Resource Center Section		
Classification:		Simple		
Type of Transaction:			ment to Government ment to Citizen	
Who May Avail:		Employees a	nd Students	
CHECKLIST OF REQU	IIREMENTS	WHERE TO	SECURE	
Reservation Form (1 or	iginal)	Library and Lo Reference De	earning Resource Ce esk	enter Section-
For Students: Library (Card (1 laminated)	Provided by t	he Client	
For Employees: Any go identification card (1 ori		Provided by t	he Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk.	Assist the client during the AVR reservation process.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
2. Receive the AVR Reservation Form, and fill out the required information. 2. Issue the AVR Reservation Form to the client, and check for the correctness of the entries. Provide assistance for queries.		None	3 Minutes	Library and Learning Resource Center Section, Personnel
3. Submit the requirements. 3. Check and safely keep the presented requirements, then hand over the key and/or resources for the intended purpose.		None	2 Minutes	Library and Learning Resource Center Section, Personnel
	TOTAL	None	7 Minutes	



PROCUREMENT UNIT

EXTERNAL SERVICES



1. Issuance of Bidding Documents

This process pertains to acquire bidding documents allowing suppliers and contractors to compete in the bidding as mandated by the law (RA 9184).

Office/Division	andated by				
Office/Division PROCUREMENT UNIT					
Classification: SIMPLE Type of Transaction: G2B – GOVERNMENT TO BUSINESS					
Type of Transa					
Who may avail			/Contractor/Con		OF OUR
CHECKLIST OF	- REQUIRE	MENIS		WHERE TO	
NONE	_		T =====	NO	
CLIENT STEPS	AGENCY		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the Bidding Documents	1. Assess contractors s on the fe Order of P Slip to pro	s/supplier e. Issue ayment	NONE	5 minutes	Procurement Unit Staff
1.1. Sign on the logbook with date & time the Order of Payment slip received.	bidder. 1.1. Provid Monitoring to the clier	Logbook nt.			
2. Pay the bidding fee to the Cashier Unit.	2. Receive and issue Receipt.		Maximum Cost of Bidding Documents Based on the Approved Budget for the Contract (ABC) (See table below)	5 minutes	Cashier Unit Staff
3. Provide photocopy of the Official Receipt. 3.1 Sign on the Logbook with date & time the bid documents received.	3. Release prospectiv supplier th complete s documents 3.1 Provide Monitoring to the clier	e bidder/ e set of bid s. e Logbook nt.	NONE	2 minutes	Procurement Unit Staff
		TOTAL	Maximum Cost of Bidding Document s Based on the Approved Budget for the Contract (ABC)	12 minutes	



APPLICABLE FEES FOR BIDDING DOCUMENTS

Approved Budget for the Contract	Maximum Cost of the Bidding Documents
PHP 500,000.00 and below	PHP 500.00
More than PHP 500,000.00 up to PHP	PHP 1,000.00
1,000,000.00	
More than PHP 1,000,000.00 up to	PHP 5,000.00
5,000,000.00	
More than PHP 5,000,000.00 up to PHP	PHP 10,000.00
10,000,000.00	
More than PHP 10,000,000.00 up to PHP	PHP 25,000.00
50,000,000.00	
More than PHP 50,000,000.00 up to PHP	PHP 50,000.00
500,000,000.00	
More than PHP 500,000,000.00	PHP 75,000.00



2. Issuance & Receipt of Request for Quotation FormsThis process pertains to the Issuance of Request for Quotation Forms to be filled out by the prospective bidder/supplier and receipt of filled out request for quotation forms.

Office/Division	PROCURE		MENT UNIT				
Classification:		SIMPLE					
Type of Transact	ion:	G2B – GOV	'ERNMEN'	ГТО	BUSINESS		
			ntractor/Consultant				
CHECKLIST OF I	REQUIR	EMENTS			ERE TO SECUR	E	
NONE				NOI			
CLIENT STEPS		Y ACTION	FEES TO B PAID	E	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill out the quantity and amount of the Request for Quotation Form (RFQ).	1. Issue to the End User at least 3 RFQs Form after his/her Purchase Request has been approved by the Budget Unit, the College President, and the Chairperson of the Bids and Awards Committee (BAC) after BAC meeting.		NONE		5 minutes	Procurement Unit Staff End User	
1.2 End User signs on the logbook with date & time upon receipt of the RFQ.	1.2 Provide monitoring logbook to the end user						
Note: The end user should reach out to three (3) potential suppliers/clients who are interested in providing quotes by completing the Request for Quotation Form.							
2. Submit the Filled out RFQs and forward it to the Procurement Unit Office.		k/Verify the ut RFQ Form d-User.	NONE		5 minutes	Procurement Unit Staff End User	
2.1 End User signs on the logbook with date and time after the Filled out RFQ are verified and received.	2.1 Provide monitoring logbook to the end user.						
	TOTAL		NONE		10 MINUTES		



PROCUREMENT UNIT

INTERNAL SERVICES



1. Preparation and Submission of Annual Procurement Plan

This process pertains to the preparation and submission of Annual Procurement Plan. An approved Annual Procurement Plan enables the end user to facilitate purchase requests for acquiring goods and services accordingly, as outlined in their Proje ct Procurement Management Plan.

Office/Division		PROCURE	MENT UNIT				
Classification:		COMPLEX					
Type of Transa	ction:	G2G – GOVERNMENT TO GOVERNMENT					
Who may avail:	•	All Office/D	All Office/Division/Section/Unit (End User) of the college				
CHECKLIST OF	REQUIR	EMENTS		WHI	RE TO SECURE		
PROJECT PRO	CT PROCUREMENT MANAGEMENT Provided by the Client (end-user)			end-user)			
PLAN							
CLIENT STEPS	CLIENT STEPS AGENCY ACTION FE		FEES TO PAID	BE	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit to the	1. Consolid Approved		NONE	•	7 working days	Procurement Unit Head	



2. Alternative Mode of Procurement

This process pertains to allowing the offices/division/section/unit (end user) of the school to submit Purchase Request and be processed according to the law (RA 9184). In order to promote economy and efficiency, the procuring entity may resort to any of the alternative methods of procurement provided that in all instances, the Procuring Entity shall ensure that the most advantageous price for the Government is obtained.

Office/Division		PROCUREMENT UNIT					
Classification:		HIGHLY TECH	HNICAL				
Type of		G2G – GOVE	RNMENT T	O GOVERN	MENT		
Transaction:							
Who may avail:			sion/Section		User) of the coll	ege	
CHECKLIST OF	REQU	JIREMENTS		WHERE 1	O SECURE		
ACCOMPLISHED) PUF	CHASE REQU	IESTS (3	Provided by the Client			
copies)							
ASPP/PPMP (1 c	ору р	hotocopy)		Provided I	by the Client		
Activity Design (if		<i>,</i> , , , , , , , , , , , , , , , , , ,			by the Client		
CLIENT STEPS	AGEN	ICY ACTION	FEES TO BI	E PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all	1.1 R	eceive the	NONE		5 minutes	Procurement Unit	
requirements	appro	ved Purchase				Staff	
and present all		est (PR) along					
original copies to		he supporting					
the Request the	docui	ments			5 minutes	Droouromont Linit	
Bids and Awards Committee	12 ^	ffix control	NONE			Procurement Unit Staff	
(BAC)		er on the	INOINE			Stall	
Secretariat of the		oved Purchase					
Procurement	Requ						
Unit, and Sign	•						
on the Received	1.3 F	orward the					
Purchase		oved Purchase	NONE		5 minutes	Procurement Unit	
Requests	•	est the Bids				Staff	
Logbook		wards				BAC Secretariat	
		mittee (BAC) etariat for					
		ssing.					
	prooc	Jooning.					
	1.4 F	orward the	NONE		10 minutes	D (11.%	
	appro	ved PR to the				Procurement Unit	
		Chair for the				Staff/ BAC Secretariat	
		fication of				DAC Secretariat	
	mode						
2. Sign on the		rement orward the	NONE		7 working dove	Procurement Unit	
logbook after		orward the oved Purchase	INCINE		7 working days	Staff/BAC Secretariat	
receipt of		est (PR) to the				End-User	
Approved		Jser; Posting of					
Purchase		tion @					
Request and)	eps/distribution					
distribution of		Qs to the End-					
RFQ		Suppliers.	NONE				
3. Sign on the		eceive the	NONE		1 working day	Procurement Unit	
Logbook after submission of		out Request uotation Forms				Staff	
Filled out	וטו ע	uotation Follis					
Request for							
Quotation Form							
-	3.2 A	ward the	NONE		2 working days	BAC Secretariat	
	winni	ng bidder				Procurement Unit	

100		The same	
F	Š	7	BEARING
	NUM.		

				1111
	during Bids and Awards Committee Meeting & preparation of Notice Of Award (NOA), Notice To Proceed (NTP) & Purchase Order (PO)			
	3.3 Forward the NOA and PO to the Accountant for countersigning of the PO and forward to the Office of the President for Approval. Obligate the awarded amount.	NONE	2 working days	Procurement Unit Staff BAC Secretariat
	3.4 Issue copy of duly approved NOA or PO to the suppliers or contractors for signing	NONE	7 working days	Procurement Unit Staff BAC Secretariat
	3.5 Forward a copy of duly confirmed Purchase Order (PO) to the Commission on Audit. Make a transmittal for monitoring.	NONE	5 minutes	Procurement Unit Staff BAC Secretariat
	3.6 Forward all complete documents to the Supply and Property Management Unit (SPMU) for the fulfillment of contracts.	NONE	10 minutes	Procurement Unit Staff
	3.7 Post the awarded projects / contracts, for transparency, on a conspicuous place at the DDOSC website ddosc.edu.ph and on PhilGeps	NONE	1 hour	BAC Secretariat
4. Receive notification on the approval of their request.	 4.1 Inform the client on the approval of their request. 4.2 Make an Advisory for the awarded Purchase Orders of its Purchase Requests. 	NONE	5 minutes	Procurement Unit Staff
	TOTAL		19 DAYS, 1 HR. & 45 min.	



STUDENT AFFAIRS AND SERVICES DIVISION

External Services



1. Issuance of Student Travel Permit for Curricular Off-Campus Activities
This process pertains to the issuance of Student Travel Permit to students who are attending curricular off-campus activities conducted by the College to supplement and facilitate a more meaningful learning process in addition to the regular classroom instructional programs that are in accordance with specific degree program activities.

Office/Division:	Student Affairs an	tudent Affairs and Services Division/Section					
Classification:	Highly Technical						
Type of Transaction:	G2C - Government to Citizen						
Who may avail:	All Students through	nrough their Personnel-In-Charge					
CHECKLIST OF REQUIR	EMENTS	WHERE TO SECURE					
Representative (Personn							
Approved Course Syllabus	s/Manual (1	Faculty handling the subject / Academic Department / Dean					
photocopy) Annex A and B (2 original)		Student Affairs and Services Division/Section					
Letter of Intent		Provided by the Client					
SAS Request Form (1 orig	inal)	Student Affairs and Services Division/Section					
Approved Travel Order of	•	Provided by the Client					
Charge		Trovided by the cheft					
Personnel-in-Charge's pro		Provided by the Client					
to first-aid/medical emerge	ency training						
Pictures of First Aid Kit		Provided by the Client					
Breakdown of Fees (if app		Provided by the Client					
Student's Health Insurance		Health Services Unit					
Notarized Affidavit of Cons	sent of Parents (2	Student Affairs and Services Division					
original)	to (1 original)	Provided by the Client					
Updated Medical Certificat Student Travel Permit (1 o		Student Affairs and Services Division/Section					
Students' mobility	nigiriai)	College's Driver / Sub-contracting travel agency					
For college vehicle:		College's Driver / Sub-contracting traver agency					
- Updated/valid docu	iments pertaining						
to registration, insu							
assurance of road							
driver's license.							
For third-party or sub-cor							
 Updated/valid docu 							
to registration, insu	•						
assurance of road							
driver's license, fra LTFRB or Travel a							
duly accredited by	•						
Tourism.	the Department of						
Documentations of the follo	owing activities	Provided by the Client					
conducted:	o mang araw masa	,					
- Orientation/consult	ation to concerned						
participants							
- Announcement to p	•						
parents regarding t	the off-campus						
activity							
- Dissemination of in							
materials/learning j students	ouitiais iul						
- Emergency prepare	edness plan to be						
given to students a							
g.: 5:: 10 010001110 0							



			T	And .
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out the SAS Request Form and submit all the required	1.1 Receive the documents submitted	None	3 Days	SASD Staff
documents to the Student Affairs and Services Division/Section.	1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents			SASD Director
	1.3 Endorse the Student Travel Permit, and Annex A and B for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.			SASD Director, VPAA/Branch Director, and College President
Wait for the approval from CHED	2.1 Submit documents to CHED 2.2 Make follow-up		15 Days	SAS Director/Section Head, and CHED personnel
	as to status of documents			
3. Receive 1 original of controlled Student Travel Permit, notarized and controlled	3.1 Issue and record the Student Travel Permit No.	None	5 Minutes	SASD Staff
Affidavit of Consent of Parents, notarized and approved Annex A and B, and Certificate of Compliance from CHED, and log into the Student Travel Permit Logbook	3.2 Provide the client a routing slip as to the approval of the travel attached with original copies of the controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Annex			SASD Staff



A and B, and Certificate of Compliance from CHED			
TOTAL	None	8 Days, 5 Minutes	

2. Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities

This process pertains to the issuance of Student Travel Permit to students who are attending non-curricular off-campus activities conducted and intended by the College to broaden the students' learning opportunities and allow them the feeling of the real world, and therefore serve as powerful motivator to strengthen the academy-industry linkage.

Office/Division:	Student Affairs and Services Division/Section						
Classification:	Complex						
Type of Transaction:	G2C - Governmer	G2C - Government to Citizen					
Who may avail:	All Students throu	ugh their Personnel-In-Charge					
CHECKLIST OF REQUIR	REMENTS	WHERE TO SECURE					
Representative (Person	nel In-Charge)						
Letter of Intent		Provided by the Client					
SAS Request Form (1 ori	ginal)	Student Affairs and Services Division/Section					
Approved Travel Order of Charge	the Personnel-In-	Provided by the Client					
Personnel-in-Charge's proto first-aid/medical emerg		Provided by the Client					
Pictures of First Aid Kit		Provided by the Client					
Breakdown of Fees (if ap		Provided by the Client					
Student's Health Insurance		Health Services Unit					
Notarized Affidavit of Conoriginal)	sent of Parents (2	Student Affairs and Services Division					
Updated Medical Certificate (1 original)		Provided by the Client					
Student Travel Permit (1 original)		Student Affairs and Services Division					
Students' mobility		College's Driver / Sub-contracting travel agency					
For college vehicle: - Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness and driver's license. For third-party or sub-contracting - Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness, driver's license, franchise with LTFRB or Travel and Tours Operator duly accredited by the Department of Tourism.							
Documentations of the fol conducted: - Orientation/consu participants - Announcement to parents regarding activity	Itation to concerned	Provided by the Client					



- Dissemination of info materials/learning journals for students
- Emergency preparedness plan to be given to students and stakeholders

given to etadente and etakenelaere				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out the SAS Request Form and submit all the	1.1 Receive the documents submitted	None	2 Days and 4 Hours	SASD Staff
required documents to the Student Affairs and Services Division/Section.	1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents 1.3 Endorse the Student Travel Permit for			SASD Director SASD Director, VPAA/Branch Director, and College President
	recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.			
2. Receive 1 original of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents, and log into the Student Travel Permit Logbook	2.1 Issue and record the Student Travel Permit No. 2.2 Provide the client a routing slip as to the approval of the travel attached with original copies of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents.	None	2 Days, 4 Hours,	SASD Staff SASD Staff
	IOIAL	INOHE	and 5 Minutes	



3. Issuance of Certification

This process pertains to the issuance of certification to those requesting officers/members of any of the current and previously recognized and/or institutional student organization of the College.

Office/Division:	Student Affairs ar	Student Affairs and Services Division/Section				
Classification:	Simple					
Type of Transaction:	G2C – Governme	ent to Citizen				
Who may avail:	Student Organiza	Student Organization Officers/Members				
CHECKLIST OF REQUIR	REMENTS		WHERE TO	SECURE		
Principal						
SAS Request Form (1 or	ginal)	Student Affairs	s and Services Division	on/Section		
Certification Attachment I	orm (1 original)	Student Affairs	s and Services Division	on/Section		
Representative						
Authorization Letter (1 or	ginal)	Provided by th	e Client			
Government-issued identification card of the person being represented (1 original, 1 photocopy back-to-back with affixed three (3) signature specimen)		Provided by th	Provided by the Client			
Government-issued identification card of the representative (1 original, 1 photocopy back-to-back with affixed three (3) signature specimen)		To be provided by the representative				
	GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Fill-out the SAS Request Form and the	. Receive the documents from the client.	None	1 Day	SASD Staff		
Attachment Form and submit the forms to the	.1 Check the appropriatenes s, completeness			SASD Director		
Student Affairs and Services Division/Section.	and legality of the claim .2 Start processing the request.			SASD Staff		
Receive the certification and log into the Certification Logbook.	2. Issue the certification to the client	None	3 Minutes	SASD Staff		
	TOTAL	None	1 Day, 3 Minutes			



4. Issuance of Excuse Slip for Class Absences

This process pertains to the issuance of excuse slip to any student who has been absent from class due to valid reasons but is not limited to the official representation of the school, death/emergency of an immediate member of the family, sickness or any health-related reasons, calamities, and other absences due to safety concerns, religious holiday/ceremony, and court appeals.

Office/Division:		Student Affairs and Services Division/Section				
Classification:	Simple					
Type of Transaction:	G2C – Governme	ent to Citizen				
Who may avail:	All students					
CHECKLIST OF REQU	JIREMENTS		WHERE TO	SECURE		
SAS Request Form		Student Affairs	and Services Division	on/Section		
Excuse Letter		Provided by the	e Client			
Any proof that corresponding absence	onds to the reason of	Provided by the Client				
Request for Issuance of Excuse Slip (for more than two consecutive class absences)		Guidance and Counseling Unit				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Fill-out SAS Request Form and submit the required documents to the Student Affairs and Services Division/Section.	1.1 Receive the documents from the client1.2 Verify the document/s presented by the students.	None	10 Minutes	SASD Staff SAS Division Director		
2. Receive the Excuse Slip and log into the Excuse Slip Logbook.	Issue the client with Excuse Slip.	None	3 Minutes	SASD Staff		
	TOTAL	None	13 Minutes			



5. Issuance of Uniform Pass Slip

This process pertains to the issuance of uniform pass slip to students who have incomplete or are not wearing the school uniform on regular school days for valid reasons. These reasons may include, but are not restricted to: being a First Year/New, returning or transferring students, health issues, unavoidable accidents, physical changes, and calamities. It's important to note that a uniform pass slip won't be necessary on designated "Wash Days" and on special occasions as identified by the College.

Office/Division:	Student Affairs ar	Student Affairs and Services Division/Section				
Classification:	Simple	Simple				
Type of Transaction:	G2C – Governme	G2C – Government to Citizen				
Who may avail:	All students					
CHECKLIST OF REQU	JIREMENTS		WHERE TO	SECURE		
SAS Request Form		Student Affairs	and Services Divisio	n/Section		
Justification Letter (1 o		Provided by the	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Log the client's name in the Logbook provided at the Guardhouse.	1.1 Provide the client with the Logbook for the Uniform Pass Slip	None	1 Minute	Security Personnel		
2. Fill-out SAS Request Form and submit Justification Letter to the Student Affairs and Services Division/Section	2. Receive the Justification Letter from the client 2.1 Check and verify the justification presented 2.2 Start processing the request	None	5 Minutes	SASD Staff SASD Director SASD Staff		
3. Receive the Uniform Pass Slip from the Student Affairs and Services Division/Section and log into the Uniform Pass Slip Logbook	3. Issue the Uniform Pass Slip indicating its validity	None	3 Minutes	SASD Staff		
· J	TOTAL	None	9 Minutes			



SUPPLY AND PROPERTY MANAGEMENT UNIT

External Services



1. Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials, and Equipment.

(This process pertains to the receiving, inspection, and acceptance of deliveries of supplies, materials, and equipment.)

Office/Division	SUPPLY AND PROPERTY MANAGEMENT UNIT					
Classification	Highly Technical					
Type of Transaction	G2B- Government to Business Entity/ies					
WHO MAY AVAIL	Suppliers/Contrac	ctors				
CHECKLIST OF REQU	IREMENTS	WHERE TO SE	CURE			
Approved Purchase Ord (Original copy)	der/Work Order	Procurement U	nit			
Invoice/ Delivery Receip (Original Copy)	ot	Provided by the	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Present required documents for the delivery of items in the office of the Supply and Property Management Unit	1.Check completeness of the submitted documents	None	20 Minutes	Supply and Property Management Unit Personnel		
2.Deliver Items	2.1 Check and receive the item/s delivered if it is in conformity with the specifications and quantity indicated in the Purchase Order/Work Order. Note: For cases of non-conformity with the specifications, return items to supplier		2 hours	Supply and Property Management Unit Personnel		
	2.2 Prepare and issue Request for Inspection to Inspection		1 working day	Supply and Property Management Unit Personnel		



1		trial
Committee Members		
2.3 Prepare Inspection and Acceptance Report for delivered items	1 working day	Supply and Property Management Unit Personnel
2.4 Check and inspect the item if in conformity with the specification indicated in the Purchase Order /Work Order.Sign Inspection and Acceptance Report	2 working days	Inspector
2.5 Accept the items delivered, and sign the Inspection and Acceptance Report.	30 minutes	Supply Officer Supply and Property Management Unit Personnel
2.6 Post/record delivered items manually in the Property/ Stock/ Ledger card, and supply inventory system		Supply and Property Management Unit Personnel
2.7 Prepare DV and check, attach supporting documents,	1 working day	Supply and Property Management Unit Personnel

100	No.	
THE REAL PROPERTY.		
	As	
	NAME OF TAXABLE PARTY.	9

and forward			
to the			
Accounting			
Unit			
Total	None	5 working days,	
		2 hours , 50	
		minutes	



SUPPLY AND PROPERTY MANAGEMENT UNIT

Internal Services



1. Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment

(This process pertains to the processing of requests for requisition and issuance of supplies, materials, and equipment.)

Office/Division		Supply and Prop	perty Management	Unit		
Classification		Complex				
Type of Transact	ion	G2G -Governme	ent to Government			
WHO MAY AVAIL	•	End-users				
CHECKLIST OF F	REQI	JIREMENT		WHERE TO SECUR	RE	
Requisition and iss	suan	ce Slip (3 copies	Original)	Supply and Property Management Unit		
CLIENT STEPS	AG	ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. For Requisition of Supplies, Materials and PPE:	1.	Receive RIS for stock availability inquiry	None	10 minutes	Supply and Property Management Unit Personnel	
Submit accomplished Requisition and Issuance Slip (RIS) to the	1.2	2 Check availability of stocks		15 minutes	Supply and Property Management Unit Personnel	
Supply and Property Management Unit	1.3	In case of unavailable stocks, certify non-availability of stock and return RIS to requisitioning officer.		15 minutes	Supply and Property Management Unit Personnel	
2. For Issuance: Receive notice of availability of items	mai exp pro Pre noti	For supplies, terials, semi- endable perty, and PPE: pare and issue ice to end-user availability of	None	30 minutes	Supply and Property Management Unit Personnel	
3. Present duly accomplished Requisition and Issuance Slip for	3.1	Check, approve, and record the availability of item	None	1 hour	Supply and Property Management Unit Personnel	
supplies, materials and equipment	3.2	2 For Construction materials: Validate items		1 hour	Supply and Property Management Unit Personnel	

No. of Concession, Name of Street, or other Party of Street, or other
Lind.

				1001
	requested for construction/ fabrication/ repair by administration			
	3.3 For Semi- expendable PPE: Prepare and sign Inventory Custodian Slip(ICS)		1 working day	Supply and Property Management Unit Personnel
	Place property sticker			
	3.4 For PPE: Prepare and sign Property Acknowledgm ent Receipt (PAR)		1 working day	Supply and Property Management Unit Personnel
	Place Property Sticker			
4. Receive Items	4.1 For supplies and materials: check, count, and issue items to end- users	None	2 hours	Supply and Property Management Unit Personnel
	4.2 For PPE and Semi- expendable: check, count, and issue items to end- users		2 hours	Supply and Property Management Unit Personnel
	4.3 For supplies, materials and PPE: Post/record issued items manually to Property/Stock /Ledger card		1 working day	Supply and Property Management Unit Personnel
	4.4 Prepare and submit RSMI (For Supplies and Materials),		1 working day	Supply and Property Management Unit Personnel

6	OTOTAL	
THE REAL PROPERTY.	2	
	22	
	Vind	

	,			1110
	and Report of Semi- Expendable Property Issued, together with ICS to Accounting Unit 4.5 Submit RIS and PAR to Accounting Unit (PPE)		1 working day	Supply and Property Management Unit
Tatal Fan Own	` ,	None	Overding days 4	Personnel
Total- For Sup	Total- For Supplies and Materials		2 working days, 4 hours, 10 minutes	
Total- For Construction Materials		None	2 working days,5 hours , 10 minutes	
Total- Fo	or Semi-Expendable Property and PPE	None	3 working days,3 hours, 10 minutes	

2. Processing of Request for Clearance of employee availing leave beyond 30 days or employee who tenders resignation

(This process pertains to the verification and checking of the property accountability of an employee

availing leave beyond 30 days, or who tenders resignation).

Office/Division		Supply and	d Property Manag	ement Unit		
Classification	Classification Complex					
Type of Transac	tion	G2G -Gove	ernment to Gover	nment		
WHO MAY AVA	L	DDOSC Er	nployees	nployees		
CHECKLIST OF	REQUIRE	MENT	MENT WHERE TO SECURE			
CS Form No. 7 C	learance I	Form (4	Human Resource	ces Management l	Jnit	
copies)		(CS Form No.7 Clearance Form is also downloadable at https://tinyurl.com/DDOSCHRForms).				
CLIENT STEPS	AGENC	Y ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill out and forward the Clearance Form for signature to the Office of	Clea Form	mplished rance	None	5 minutes	Supply and Property Management Unit Personnel	
the Supply and Property		y property untability ent		15 minutes	Supply and Property Management Unit Personnel	

South State of the last of the	
hil	

				And
Manageme nt Unit				
2. Request to check property accountabili ty and receive signed clearance if all is in order.	2.1 For client without Property accountability: Sign Clearance For client with property accountability/ ies: Check and verify accountability, if there are no missing property Sign Clearance	None	5 minutes 5 hours	Supply Officer Supply and Property Management Unit Personnel Supply Officer
	For client with missing property accountability/ ies: Prepare and compute book value of the missing property accountability		2 days	Supply and Property Management Unit Personnel Supply Officer
3. Client with missing property accountabili ty/ies: Prepare and Submit Notarized Report of Lost, Stolen, Damaged or Destroyed Semiexpendable Property and PPE	3. Receive notarized Report of Lost, Stolen, Damaged or Destroyed Semi- expendable property and PPE	None	3 working days	Cashier Unit
4. Pay the corresponding amount	4. Receive payment and issues Official Receipt	Amount of assessed value of missing	30 minutes	Cashier Unit personnel



				trid
		property accountability/ ies		
5. Submit photocopy of Official receipt as proof of	5.1 Record Official Receipt	None	10 minutes	Supply and Property Management Unit Personnel
paid accountabili ty/ies	5.2 Sign Clearance			Supply Officer
	5.3 Drop paid items from inventory system		2 hours	Supply and Property Management Unit Personnel
Total of Client without Property accountability/ies		NONE	25 minutes	
Total of Client with Property accountability/ies		NONE	5 hours , 20 minutes	
Total of Client with missing Property Accountability/ies		Amount of assessed value of missing	6 working days	

3. Processing of Request for Physical Inventory of Property Accountabilities (This process pertains to the service that allows the client to request special inventory of property accountabilities.)

Office/Division		Supply and Property Management Unit					
Classification		Complex					
Type of Transaction G20		G2G -G	G2G -Government to Government				
WHO MAY AVAIL				DDOSC Employees			
CHECKLIST OF REQUIREMENT				WHERE TO SECURE			
Accomplished Request Slip				Supply and Property Management Unit			
CLIENT STEPS AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE		
Submit accomplished Request for Inventory of Property	1.1 Receive and app Request Inventor	orove st for		one	10 minutes	Supply and Property Management Unit Personnel	

Accountability to the office of Supply and Property Management Unit	1.2 Prepare checklist, set schedule for Inventory. Inform the client of set schedule for inventory		2 hours	Supply and Property Management Unit Personnel
2. Attend the set schedule of Inventory	2.1 Conduct of Inventory	None	2 working days	Supply and Property Management Unit Personnel
	2.2 Prepare report on the conduct of inventory, including lost or missing property accountabilities		1 working day	Supply and Property Management Unit Personnel
3. If there are missing property accountabilities, prepare and submit notarized report of lost, stolen, damaged, and/or, destroyed semiexpendable property and PPE.	3.1 Prepare and compute book value of the missing property accountability 3.2 Check and receive notarized Report of lost, stolen, damaged, and/or destroyed semiexpendable property and PPE	None	2 working days	Supply and Property Management Unit Personnel
4. Settle missing property accountability /ies, and submit Official Receipt of payment or	4.1 Receive payment for the assessed amount of missing property accountabilities	Amount of assessed missing property accountab ilities	10 minutes	Cashier Unit Personnel
replacement of lost items as proof of settlement	4.2 Receive and record proof of settlement		10 minutes	Supply and Property Management Unit Personnel
	4.3 Drop property in the Inventory		10 minutes	Supply and Property Management Unit Personnel

012011	STORE	
0	9	
- 51		

Record.			
Total	Amount of assessed missing property accountab ilities	5 working days, 2 hours, 40 minutes	



MARAGUSAN BRANCH



ADMISSION AND STUDENT RECORDS UNIT

External Services



1. Enrollment Procedure for Freshmen and Transferees

(This process pertains to the procedures that cover all activities undertaken for the registration of qualified first-year and transferee students to their chosen program.)

Office/Division:	Admission and Student Records Unit				
Classification:	Simple				
Type of Transaction:	G2C-Government	to Citizen			
Who May Avail:	Incoming Freshme	n Students and Transferees			
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE			
For First Year:					
Admission Examination R	esult (1 original)	Appraisal and Testing Unit			
Enrollment Process Slip (1 original)	Admission and Student Records Unit			
Senior High School Form Certificate of Rating (1 ori		Previous School			
Certificate of Good Moral	Character (1				
original)		Previous School			
PSA Copy of Birth Certification photocopy) Note: If the PSA copy is illest issued Birth Certificate must verification. (1 colored photocolor Ensure to bring the Original verification purposes. PSA Copy of Marriage Certificate women – 1 colored Note: If the PSA copy is illest issued Marriage Certificate of verification. (1 colored photocolor Ensure to bring the Original verification purposes. 2x2 recent ID picture with and name tag (2 pcs.) Long Brown Envelope (1p Medical Certificate (1 original verification Certificate)	egible, a locally the provided for pcopy) Copy solely for ertificate (for ed photocopy) egible, a locally must be provided for pcopy) Copy solely for white background c.)	Provided by the Client			
For Transferees:					
Transfer of Credentials or Dismissal (1 original)	Honorable	Previous School/ University			
Transcript of Records (TC Copy or Certificate of Gra		Previous School/ University			
Certificate of Good Moral original)	Character (1	Previous School/ University			
Validation Form for Credit	ed Courses (3	Admission and Student Records Unit or download at			

	OF THE REAL PROPERTY.	
No.	6	Total Control
	tril	

		1		Armi
original)		https://tinyurl.com/ASRSFORMS		
Enrollment Process S	Slip (1 original)	Admission and Student Records Unit		
verification. (1 colored personner to bring the Original verification purposes.	is illegible, a locally must be provided for photocopy) ginal Copy solely for e Certificate (for plored photocopy) is illegible, a locally cate must be provided for photocopy) ginal Copy solely for with white background (1 pc.)	Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the required documents. Secure Enrollment Process Slip.	Receive and check the submitted documents. Issue and sign the Enrollment Process Slip.	None	30 Minutes	Admission and Student Records Unit Personnel Health Services Unit Personnel
2. Present Enrollment Process Slip and fill out the Enrollment Profile Form in the Registry System.	2. Check the completeness and accuracy of the data provided by the client. 2.1 Sign the Enrollment Process Slip.	None	4 Hours	Faculty In-charge Department
3. For first year: Present Enrollment Process Slip and secure Advising Slip.	3. Assess courses and issue Advising Slip to the student.	None	30 Minutes	Faculty In-charge
For transferees: Present Enrollment Process Slip and Transcript of Records from previous school.	3.1 For transferees, evaluate Transcript of Records for course validation and issue Validation Form.3.2 Sign the		1 Hour	Dean and Associate Dean Department

OTTO STATE OF THE PARTY OF THE
Attal

				And
Fill-out the Validation Form and secure signature of the Dean and Associate Dean.	Enrollment Process Slip.			
4. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	4. Encode the courses based on the Advising Slip and print the Certificate of Registration.	None	30 Minutes	Admission and Student Records Unit Personnel Faculty In-charge
	4.1 Sign the Enrollment Process Slip.			Department
5. Submit the Certificate of Registration to the Cashier for breakdown of payables, and Present Enrollment Process Slip.	5. Assess the accounts, print payables breakdown, and return the Certificate of Registration (COR) to the student. 5.1 Sign the Enrollment Process Slip.	None	15 Minutes	Cashier Unit Head
5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID.	5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip.	None	30 Minutes	Admission and Student Records Unit Personnel
6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip.	None	15 Minutes	Student Accounts and Scholarship Unit Personnel

				Mad
7. Present Enrollment Process Slip and the validated Certificate of Registration (COR).	7. Receive and sign the Enrollment Process Slip.	None	30 Minutes	Student Affairs and Services Section Personnel
7.1 Fill-out the Student's ID Form and submit to the In-charge	7.1 Facilitate ID pictorial.			
тот	AL FOR FIRST YEAR:	None	7 Hours	
TOTAL FOR TRANSFEREES:			8 Hours	

^{*} The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

2. Enrollment Procedure for Returnees and Incoming 2nd **Year to 4**th **Year Students** This process pertains to the procedures that cover all activities undertaken for the registration of returnees, and incoming 2nd year to 4th year students to their chosen program.

Office/Division:	Admission and Stud	Admission and Student Records Unit				
Classification:	Simple	Simple				
Type of Transaction	: G2C-Government to	Citizen				
Who May Avail:	Returnees and Incom	oming 2 nd year to 4 th Year DDOSC Students				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE				
Clearance of the Prev	vious Semester	Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS				
Evaluation of Grades		Admission ar	nd Student Records	Unit/ Department		
Enrollment Process S	Slip	Admission and Student Records Unit				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
 Submit all the required documents. Secure Enrollment Process Slip. 	Receive and check the submitted documents. In Issue and sign the Enrollment Process	None	30 Minutes	Staff In-charge Admission and Student Records Unit		
2. Present Enrollment Process Slip and secure Advising Slip.	Slip. 2. Assess courses based on the Evaluation of Grades and issue Advising Slip to the student.	None	2 Hours 2 Hours	Faculty In-charge Dean and Associate Dean		
For returnees: Present Enrollment	2.1 For returnees, check the			Department		



Scholarship Unit. Present Enrollment	6.1. Sign the Enrollment Process			
6. Submit the validated Certificate of Registration (COR) to the	6. Receive the validated Certificate of Registration (COR).	None	15 Minutes	Student Accounts and Scholarship Unit Personnel
	5.3. Sign the Enrollment Process Slip.			
	5.2 Issue sticker for ID validation and released validated Certificate of Registration.			
Secure validation sticker for ID.	5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED".	None	1 Hour	Records Unit
5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar.	5. Receive and check Advising Slip versus Certificate of Registration.			Staff In-charge Admission and Student
Enrollment Process Slip.	4.1 Sign the Enrollment Process Slip.			
Certificate of Registration to the Cashier for payables breakdown. Present	and print payables breakdown and return the Certificate of Registration (COR) to the student.	None	15 Minutes	
4. Submit the	1 Sign the Enrollment Process Slip.4. Assess the accounts			Department Cashier Unit Head
Enrollment Process Slip, advising slip and confirm the encoded courses.	based on the Advising Slip and print the Certificate of Registration.	None	2 Hours	Records Section Faculty In-charge
3. Present	3. Encode the courses	Nama		Staff In-charge Admission and Unit
System.	2 Sign the Enrollment Process Slip.			
Process Slip and update the Enrollment Profile Form in the Registry	completeness and accuracy of the data provided by the client.			

^{*} The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.



3. Enrollment Procedure for Shifters

This process pertains to the procedures that cover all activities undertaken for the change of program of a student within the College.

Office/Division:		Admission and Student Records Unit				
Classification:		Simple				
Type of Transaction: G2C-Government to			o Citizen			
Who May Avail:		Existing DDOSC Stude	ents			
CHECKLIST OF	RE	QUIREMENTS		WHERE TO SE	CURE	
For Shifters:						
Accomplished Shifting	g Fo	rm (1 original)		d Student Records	Unit or download at	
Evaluation of Grades	(1 o	riginal)		d Student Records	Unit/ Department	
Shiftee Referral Slip (1 ori	ginal)	Department			
Shiftee Recommenda	tion	Slip (1 original)	Guidance and	Counseling Unit		
Clearance of the Prevoriginal)	ious	Semester (1		d Student Records com/ASRSFORMS	Unit or download at	
Enrollment Process S	lip (1 original)	Admission an	d Student Records	Unit	
CLIENT STEPS	A	GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit all the required enrollment documents. Secure Enrollment Process Slip.	the doo	Receive and check submitted cuments. sue and sign the rollment Process	None	30 Minutes	Staff In-charge Admission and Student Records Unit	
2. Inquire to the accepting Department if there is an available slot for the chosen program. Present Enrollment Process Slip.	2. / and of s 2.1 En	Attend to the inquiry d check availability slot. Sign the rollment Process	None	30 Minutes	Faculty In-charge Department	
3. If slot is available, secure Shifting Form. Present Enrollment Process Slip.	3.1 En		None	5 Minutes	Staff In-charge Admission and Student Records Unit	
4. Proceed to the Dean of the current program. Secure Evaluation of Grades and Shiftee Referral Slip. Present Shifting	Gra Re 4.1 Shi	ssue Evaluation of ades and Shiftee ferral Slip. Check and sign the lifting Form for commendation.	None	1 Hour	Faculty In-charge Dean and Associate Dean Department	

Form and Enrollment Process Slip.	4.2 Sign the Enrollment Process Slip.			(Current Program)
5. Present Shiftee Referral Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Guidance and Testing Unit.	5. Counseling will be done with the student. 5.1 Issue Shiftee Recommendation Slip. 5.2 Sign the Enrollment Process Slip.	None	2 Hours	Staff In-charge Guidance and Testing Unit
6. Present Shiftee Referral Slip, Shiftee Recommendation Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Dean the accepting Department.	6. Receive and check the documents submitted. 6.1 Sign the Shifting Form for approval. 6.2 Assess courses based on the Evaluation of Grades and issue Advising Slip to the student. 6.3 Sign the Enrollment Process Slip.	None	1 Hour	Faculty In-charge Dean and Associate Dean Department (Accepting Program)
7. Submit Enrollment Process Slip, advising slip Shiftee Referral Slip, Shiftee Recommendation Slip and Shifting Form and confirm the encoded courses.	7. Encode the courses based on the Advising Slip and print the Certificate of Registration. 7.1 Sign the Enrollment Process Slip.	None	2 Hours	Staff In-charge Admission and Student Records Unit Faculty In-charge Department (Accepting Program)
8. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	8. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 8.1 Sign the Enrollment Process Slip.	None	15 Minutes	Cashier Unit Head
9. Submit Certificate of Registration, Advising Slip, Shiftee Referral Slip, Shiftee Recommendation	9. Receive documents and check Advising Slip versus Certificate of Registration. 9.1 Stamp Certificate of Registration (COR)	None	1 Hour	Staff In-charge Admission and Student Records Unit



				The state of the s
Slip, Enrollment Process Slip and Shifting Form to the Registrar. Secure validation	with "OFFICIALLY ENROLLED". 9.2 Issue sticker for ID validation and released validated Certificate of			
	Registration.			
sticker for ID.	9.3. Sign the			
	Enrollment Process			
	Slip.			
. Submit the	10. Receive the			0. ".
validated Certificate	validated Certificate of			Staff In-charge
of Registration	Registration (COR).	None	15 Minutes	Calcala valaira I liait
(COR) to the	10.1. Sign the	None	15 Minutes	Scholarship Unit
Scholarship Unit.	Enrollment Process			
Present Enrollment	Slip.			
Process Slip.				
	TOTAL:	None	8 Hours & 35	
			Minutes	

^{*} The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

4 Procedure for Enrollment Withdrawal with Leave of Absence (LOA)

This process pertains to the procedures that cover all activities undertaken for the withdrawal of enrollment or registration of a student from the program within the prescribed timeline.

Office/Division:	Admission and Stud	Admission and Student Records Unit				
Classification:	Simple	Simple				
Type of Transaction:	G2C-Government to	G2C-Government to Citizen				
Who May Avail:	All DDOSC Students	All DDOSC Students				
CHECKLIST OF	OF REQUIREMENTS WHERE TO SECURE					
Accomplished Droppin	ished Dropping Form (1 original) Admission and Student Records Unit or downloa https://tinyurl.com/ASRSFORMS					
Accomplished Leave original)	complished Leave of Absence Form (1 Admission and Student Records Unit or download					
(1 original)	ne Parents or Guardian the reason for Leave of lated (1 original)	Provided by the Client				
CLIENT STEPS	AGENCY ACTION	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE				
1. Secure the forms.	1. Provide the forms.			Staff In-charge Admission and Student Records Unit		
2. Proceed to the Guidance and Testing Unit and	2. Check the submitted forms and documents. Provide	ubmitted forms and Guidance and				

A CONTRACTOR OF THE PARTY OF TH	A
	Care of
Amil	

				1111
present the forms and other related documents.	Exit Questionnaire. 2.1 A counseling will be done with the student. 2.2 Counter-sign the Forms.		2 Hours	Guidance Counselor
3. Proceed to the Department. Submit the accomplished Forms, Medical Certificate, and Consent Letter from the Parents or Guardian to the Associate Dean and Dean for approval.	Receive, verify, and sign the submitted forms. 1 Return the signed forms and inform the student to proceed to the Admission and Student Records Section.	None	2 Hours	Associate Dean and Dean Department
4. Proceed to the Admission and Student Records Section. Submit the approved forms and other related documents.	4. Check and evaluate the submitted forms and other documents. 4.1 Sign the Forms.	None	30 Minutes	Staff In-charge and the Registrar Admission and Student Records Unit
5. Receive the duly signed forms.	 5. Process the withdrawal of enrollment or registration. 5.1 Document the withdrawal and Leave of Absence of the student. 5.2 Issue the duly signed forms to the student. 	None	15 Minutes	Staff In-charge Admission and Student Records Unit
	TOTAL:	None	4 Hours & 55	
			Minutes	

^{*} The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.



5. Issuance of Academic Credentials

(This process pertains to the issuance of scholastic records to students/ alumni for any legal purposes, provided that he/she has no pending obligation from the College and has complied with the academic and non-academic requirements.)

Office/Division:	Admission	Admission and Student Records Unit				
Classification:	Simple	Simple				
Type of Transactio	n: G2C-Gove	ernment to Citi	zen			
Who May Avail:	Student/A	Student/Alumni/Duly Authorized Representative				
CHECKLIST OF	REQUIREMEN	TS		WHERE TO SI	ECURE	
Records Request S	ip (1 original)	Admi	ssion and	Student Records U	Jnit	
Records Claim Slip	(1 original)	Admi	ssion and	Student Records U	Jnit	
Official Receipt (1 o	riginal)	Cash	ier Unit			
Duly Signed Studen	t Clearance Fori	_		Student Records Upm/ASRSFORMS	Jnit or download at	
Transcript of Record Photocopy) Diploma (1 Colored Documentary Stamp	Photocopy) os (30.00/copy)		Provided by the Client			
Mailing Stamp (depends on the location) Additional Requirement for Duly Authorized Representative						
Authorization Letter			Provided by the authorized representative			
Any Valid ID (1 origi photocopy with 3 signal photocop		on,1				
CLIENT STEPS	AGENCY ACT	F	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit requirements. 1.1 Fill-out and submit Records Request Slip and Claim Slip.	 Receive and requirements. Provide Rec Request Slip ar Claim Slip. 	cords				
2. Present Records Request Slip and pay the corresponding fees.	2. Process the payment and is the Official Reco	sue b	See table below 15 Minutes Staff In-charge Cashier Unit			
3. Present the Official Receipt to the Admission and Student Records Section and secure the	3. Receive and the Official Rec 3.1. Issue the Student Record Claim Slip indic	eipt. N	None	5 Minutes	Staff In-charge Admission and Student Records Unit	



Records Claim Slip.	the date of release. 2. Process the requested document/s.		3 Days	
Present the Records Claim Slip, log-in to monitoring logbook and receive the credential.	4. Receive the Records Claim Slip.4.1. Provide the monitoring logbook.4.2. Issue the requested credential.	None	20 Minutes	Staff In-charge Admission and Student Records Unit
	TOTAL:	See table below	3 Working Days & 45 Minutes	

Academic Credential	Amount
Transcript of Records (TOR)	₱70.00/page
(for Graduates, first copy of Transcript of	
Records for Employment is free of charge.)	
Diploma	₱180.00 (for 2 nd Issuance)
Certification, Authentication and Verification	₱20.00
(CAV)	
General Weighted Average (GWA)	₱20.00
Honorable Dismissal	₱20.00
Authentication of Credentials	₱20.00/copy
Any Certification from the Registrar	₱20.00
Certificate of Enrollment	Free of Charge
Certificate of Grades	Free of Charge
Certificate of Registration	Free of Charge



APPRAISAL AND TESTING UNIT

EXTERNAL SERVICES



1. College Admi	ssion Screening Proce	ess				
(This process pertains institution.)	o the application for admission of	of incoming first	t-year, and transfer	students to the		
Office/Division:	Appraisal and Testing Un	Appraisal and Testing Unit				
Classification:	Highly Technical	Highly Technical				
Type of Transaction	: G2C-Government to Citiz	G2C-Government to Citizen				
Who May Avail:	Incoming first-year, trans curriculum)	feree students	s, and high school	graduates (old		
CHECKLIST OF REQUIREMENTS			WHERE			
			TO	_		
Senior High School	Annlicants:		SECURE	<u> </u>		
DDOSC Admission To		Appraisal an	d Testing Unit			
Two (2) pcs of 2x2 pig	· · ·		the applicant			
Certification as proof			the applicant			
graduating student (fo	or applicants that are					
_	senior high school students					
only) Transferee Applican	ts:					
DDOSC Admission To		Appraisal an	d Testing Unit			
Two (2) pcs of 2x2 pic		Provided by the applicant				
Transcript of records		Provided by the applicant				
High school gradua	•					
DDOSC Admission T	est Application Form	To be provided by the Appraisal and Testing Unit				
Two (2) pcs of 2x2 pic	cture	Provided by	the applicant			
Form 138/Diploma		Provided by	the applicant			
CLIENT STEPS	AGENCYACTION	FEES	PROCESSIN	PERSON		
		TO BE PAID	G TIME	RESPONSIBLE		
1. Apply for	1. Post the admission	None	5 Minutes	Appraisal and		
admission	application period at:			Testing Unit		
through onsite application	https://www.facebook.com/ profile.php?id=100063638			Head/ Guidance and		
during the	<u>413603</u>			Counseling Unit		
application	1.1 Verify the documents of			Head/ ATU Staff		
period as posted on the	applicants for completeness and					
Facebook page.	authenticity.					
, according to	1.2 Issue an					
	acknowledgment slip to					
2. Wait for the	the student applicant. 2. Prepare the schedule for	None	One (1)	Appraisal and		
schedule of the	the admission test.	1.5.70	calendar week	Testing Unit		
admission test.	2.1 Publish the scheduled		after the	Head/		
	examination to inform the applicants at:		closing of the application	Guidance and CounselingUnit		
	https://www.facebook.com/		period	Head/ ATU Staff		
	profile.php?id=100063638		-			
	<u>413603</u>					

(S)
Appraisal a
Testina Ur

3. Take the admission test as scheduled.	3. Provide the students with the test questionnaire and answer sheet.	None	1 hour	Appraisal and Testing Unit Head/ Psychometrician
4. Verify test results through the DDOSC Guidance and Testing Facebook page.	4. Make an announcement on the Facebook page regarding the release of test results at: https://www.facebook.co m/profile.php?id=100063 638413603	None	Three (3) calendar weeks after the scheduled examination	Appraisal and Testing Unit Head/ Guidance and CounselingUnit Head/ ATU Staff
	TOTAL:	None	28 days, 1 Hour and 5 minutes	



CASHIER UNIT

External Services



1. Collection of School Fees

(This process pertains to school fees of students not covered by the Free Higher Education such as old accounts, requested special class, and accounts of students who are disqualified due to residency.

Office/Division:	Cashier Unit					
Classification:	Simple					
Type of Transaction:	G2C - Governmer	nt to Citizen				
Who may avail:	Students					
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE				
For currently enrolled College Identification Certificate of Regis For not officially enrolled the current semes Any valid identification	on Card or tration. colled students of ster:	Provided by the Client		ent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Inquire outstanding balance.	Verify outstanding balance.	None	5 minutes	Cashier Unit – Head		
2. Pay the required fees.	Issue official receipt.	Total Outstanding Balance	5 Minutes	Cashier Unit – Head		
	TOTAL	Total Outstanding Balance	10 Minutes			



2. Collection of Other Fees

(This process pertains to collection of fees, charges, and other assessment from students, government agencies, and other stakeholders.)

Office/Division:	Cashier Unit	Cashier Unit		
Classification:	Simple	Simple		
Type of Transaction	G2C - Governmer G2B - Governmer			
Who may avail:	Students, Supplie	Students, Suppliers, and Stakeholders		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE		IRE		
Payment Order Slip	ent Order Slip Provided by the Client		ient	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Payment Order Slip.	1. Check and Verify Payment Order Slip	None	5 minutes	Cashier Unit – Head
2. Pay the required fees.	2. Issue official receipt	Amount Reflected in Payment Order Slip	5 Minutes	Cashier Unit – Head
	TOTAL	Amount Reflected in Payment Order Slip	10 Minutes	



3. Issuance of Statement of Accounts.

(This process pertains to the issuance of Statement of Accounts containing the total payables of the students for the current and previous semesters.)

Office/Division:	Cashier Unit	Cashier Unit			
Classification:	Simple	Simple			
Type of Transaction:	G2C - Government to	o Citizen			
Who may avail:	Students	Students			
CHECKLIST OF REQUIREME	NTS		WHERE TO SECUR	E	
For currently enrolled students: College Identification Card or Certificate of Registration. For not officially enrolled students of the current semester: Any valid identification card		Provided by the Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE	
Submit the requirements and Fill-in the request logbook.	 Prepare the statement of account. Check and verify the document before the approval 	None	20 minutes	Cashier Unit – Head	
2. Receive and sign on the logbook for outgoing documents.	2. Release the approved Statement of Account.	None	2 Minutes	Cashier Unit – Head	
	TOTAL	None	22 Minutes		



GUIDANCE AND COUNSELING UNIT

External Services



1. WALK-IN INDIVIDUAL/GROUP COUNSELING

(This process pertains to providing counseling sessions to walk-in clients whether individuals or groups, constituting a fundamental element of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor utilizes diverse methods, strategies, or techniques aimed at bolstering the counselee's interpersonal and intrapersonal growth, aiding in career exploration, and nurturing their personal capacities to address challenges effectively.)

Office/Division:	Guidance and Counseling Unit	
Classification:	Simple	
Type of Transaction:	G2C-Government to Clients	
Who May Avail:	All DDOSC Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Reguest Slin		Guidance and Counseling Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Slip	Guidance and Counseling Unit
Counseling informed consent	Guidance and Counseling Unit
Counseling Form	Guidance and Counseling Unit
Government –issued identification card (1original, 1 photocopy back- to- back with affixed three (3) signature	Provided by the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Fill out the Counseling Logbook	Instruct client to fill out the counseling logbook.	None	2 Minutes	Guidance and Counseling Staff
2. Fill out the Request Slip and forward the client to the Guidance Counselor	2.1. Instruct the client to fill out request slip. 2.2. Endorse the client to the Guidance Counselor.	None	2 Minutes	Guidance and Counseling Staff
3. Fill out the Counseling Form	3.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
4.Sign the Counseling Informed Consent	4.1. Instruct the client to affix his/her signature and explain	None	45 minutes	Guidance Counselor

No.	STEEL STEEL
2	
V	
No.	

				trail
	to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.			
5. Counseling Session	5. 1. Commence the counseling session.			
	TOTAL	None	51 Minutes	



2. INDIVIDUAL/GROUP COUNSELING THROUGH REFERRAL

Guidance and Counseling Unit

Office/Division:

(This process pertains to providing counseling sessions to individuals or groups through referral as a fundamental part of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor employs methods, approaches, or techniques to enhance the counselee's interpersonal and intrapersonal development, career path, and personal abilities to find a solution to their problems.)

Classification	Cimple			
Classification:	Simple			
Type of Transaction:	G2C- Government to	Clients		
Who May Avail:	All DDOSC Students	3		
CHECKLIST OF REQU	IREMENTS	WHERE TO SECURE		
Student's Referral Slip		Guidance and Counseling Unit		
Student Call Slip		Guidance and Counseling Unit		
Counseling informed consent		Guidance and Counseling Unit		
Counseling Form		Guidance and Counseling Unit		
Government –issued identification card (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Receive and Complete the Referral Slip	 1.1. Prepare the Counselor's Referral Form. 1.2. Confirm with the client the intent to be referred to the Guidance Counselor. 1.3. Fill out the referral form and submit it to the guidance and counseling office. 	None	5 Minutes	Faculty/ Prefect of Discipline
2. Receive the Referral Slip	2.1. Issuance of an acknowledgment slip to the referent.	None	2 Minutes	Guidance Staff
3. Identify the Client for Counseling	3.1. Issuance of Student Call Slip	None	2 Minutes	Guidance Counselor

OPPORTUNITION OF THE PARTY OF T	A
	100
V VIII	

			1	10.1
4. Fill out the Counseling Logbook and forward the client to the Guidance Counselor	4.1. Instruct the client to fill out the counseling logbook.4.2. Endorse the client to the guidance counselor.	None	2 Minutes	Guidance Staff
5.Fill out the Counseling Form	5.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
6. Sign the Counseling Informed Consent.	6.1. Instruct the client to affix his/her signature and explain to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.	None	45 minutes	Guidance Counselor
7. Counseling Session	7.1. Commence the counseling session.			
8. Issue referral Feedback Form	8.1 Furnish referral feedback form to the referent.	None	2 Minutes	Guidance Counselor
	TOTAL	None	1 Hour	



HUMAN RESOURCE MANAGEMENT UNIT

Internal Services



1. Issuance of List and Employee's Profile
(This process pertains to the issuance of List and/or DDOSC Employees' Profile to clients who have granted authorization to use said data.)

Office/Division:	Division: Human Resource Management Unit	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who May Avail:	All clients availing DDOSC services	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter Approved by the College President indicating the purpose of the data requested.	To be provided by the client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the Request Letter approved by the College	Receive the letter request from the client and check as to completeness of the requirements.	None	3 Minutes	Human Resource Management Unit Personnel	
President to the HRMU	1.1 Prepare the requested List and Employee's Profile.	None	2 Days	Human Resource Management Unit Personnel	
	1.2 Verify the document requested	None	1 Days	Human Resource Management Unit Head	
	1.3 Forward to the Office of the College President for Approval.	None	1 Days	Human Resource Management Unit Personnel	
	1.4 Receive document from the Office of the College President or Human Management Resource Unit	None	1 Minute	Head/Human Resource Management Unit	
	1.5 Inform the Client/s on the update of the requested document as soon as it is received from the Office of the College President.	None	1 Minute	Head/Human Resource Management Unit	

					A THE STREET
2. Receive the document and sign the Log book for outgoing documents.	2.	Release the List and Employee's Profile	None	1 Minute	Head/Human Resource Management Unit
		TOTAL:	None	6 Days, 6 Minutes	



2. Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel)

(The process pertains to the issuance of pay slip to DDOSC Employees to give them information about their gross and net salaries for a specific period.)					
Office/Division:	<u> </u>	Human Resource Management Unit			
Classification:	Simple				
Type of Transaction	: G2G - Governm	ent to Govern	ment		
Who May Avail:	DDOSC Employe	ees			
CHECKLIST OF R	EQUIREMENTS		WHERE TO	SECURE	
Request Form via G	Google form	Human Resource Management Unit https://tinyurl.com/DDSOSCHRRequestForm			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. File online request through Google form	Check, & verify submitted request Prepare the requested Pay Slip L2 Endorse to the	None	10 minutes	HRMU Personnel	
	Branch Director for approval.		5 Minutes	HRMU Personnel Branch Director	
2. Receive the Pay Slip, and sign in the Logbook for Pay Slip	2. Release the document	None	3 Minutes	HRMU Personnel	
	TOTAL		18 Minutes		



3. Request for Travel Order (within the region and not exceeding 3-Days)

Office/Division:	Human Resource Man	Human Resource Management Unit		
Classification:	Simple	Simple		
Type of Transaction	: G2G - Government to	G2G - Government to Government		
Who May Avail:	All Branch personnel			
CHECKLIST O	F REQUIREMENTS	V	VHERE TO SECURE	E
		Human Resource	Management Unit	
Travel Order Applicat	ion Form (3 original)		r Form is also downlo /DDOSCHRForms)	padable at
If applicable, docume necessity of Travel (Ir Order, Memoranda, e	rvitation Letter, Office	Provided by the c	lient	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBI E
1. Fill out the Travel Order form and secure immediate supervisor's recommending approval 1.1 Submit to the Human Resource Management Unit	1. Receive the Travel Order Form and check as to completeness of the filled document. 1.1 Affix Travel Order Number and countersign 1.2 Forward travel order to the Branch Director for final approval 1.3 Inform the Client/s on the update of the requested document	None	15 Minutes	HRMU Personnel HRMU Personnel
2. Receive the Travel Order and sign in the Travel Order Logbook	2. Release the Travel Order	None	1 Minute	HRMU Personnel
	TOTAL:	None	16 Minutes	



4. Request for Travel Order (outside the Region, and/or exceeding 3-days)

(This process pertains to the issuance of Travel Order for DDOSC Employee/s who has an official travel outside the region, and/or exceeding 3-days.)

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	All Branch personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Travel Order Application Form (3 original)	Human Resource Management Unit (The Travel Order Form is also downloadable at https://tinyurl.com/DDOSCHRForms)
If applicable, other document supporting the necessity of travel (Invitation Letter, Office Order, Memoranda, etc.)	Provided by the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Travel Order form and submit to the Human Resource Management Unit (Must be at least 5 working days	Receive by the Human Resource Management Unit, check as to completeness of the filled document. Affix Travel	None	5 Minutes	HRMU Personnel
before the official travel)	Order Number and Countersign the Travel Order. 1.2 Forward the		5 Minutes	HRMU Personnel
	Travel Order to the Branch Director for recommend ation		1 Day	HRMU Personnel Branch Director

Section 1
Anal

The state of the s	1		1	
	1.3 Forward to the Office of the College President for Approval	None	1 Day	HRMU Personnel
	1.4 Receive the approved Authority to travel from the Office of the College President	None	1 Day	HRMU Personnel College President
	1.5 Inform the client/s on the update of the requested document		1 Minute	HRMU Personnel
2. Receive Travel Order and Sign the Travel Order Logbook	2. Release the Travel Order	None	5 Minutes	HRMU Personnel
	TOTAL:	None	3 Days, 16 Minutes	



5. Payment of Salaries and Wages

(The processing of salaries and wages pertains to the preparation of payroll to reflect the amount to be paid to the employees/personnel for their services rendered on a specific period.

Office/Division:	Human Resource Management Unit				
Classification:	Complex	Complex			
Type of Transaction:	G2G – Govern	G2G – Government to Government			
Who May Avail:	Job Order Pers Contract of Sei Part-time Pers	Services Personnel			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
Primary Requirements:					
Biometric Print out (1 oriç	ginal)	Human Resource Management Unit			
Daily Time Record (4 original)		Human Resource Management Unit			
Certificate of Services Rendered (4 original)		Provided by the Client			
Bi-Monthly Performance original)	Output Report (4	Provided by the Client			
Travel Order (1 original,	3 photocopy)	Provided by the Client			
Certificate of Appearance/Participation (1 original, 3 photocopy)		Provided by the Client			
Notarized Contract (1 original, 1 photocopy) *For first processing of salaries and wages only		Provided by the Client			
Additional requirements					
For Representative:					
Authorization Letter (1 or	iginal)	Provided by the person being represented			
Government-issued identification card of the person being represented (1original, 1		Provided by the person being represented			

Provided by the person being represented

Provided by the representative

photocopy back- to- back with affixed three

Government-issued identification card of the representative (1 original, 1 photocopy

back- to- back with affixed three (3)

(3) signature specimen)

signature specimen)



Last salary:				
Clearance from money, property and legal accountabilities (1 original, 1 photocopy)		Human Resource Management Unit		
	Salary due to deceased employee/personnel:			
Death certificate authenticated by NSO (1 original, 1 photocopy)		Provided by th	ne representative	
Marriage contract authoriginal, 1 photocopy)		Provided by th	e representative	
Birth certificate of surv authenticated by NSC photocopy)		Provided by the representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive biometric print out and sign in the out-going logbook at the Human Resource Management Unit	Prepare and issue the biometric print out to the client.	None	4 Hours	Human Resource Management Unit In-Charge
2. Prepare and submit Daily Time Record (DTR) together with the supporting documents	2. Receive the DTR with supporting documents. 2.1 Check the correctness and completeness of documents. 2.2 Prepare payroll and submit to Accounting Section. 2.3 Start processing the payment of salaries and wages.	None	4 Days	Human Resource Management Unit In-Charge Accounting Unit



3. Receive the salaries and wages and sign on the payroll at the Cashier Unit.	3. Release the salary to the client.	None	10 Minutes	Cashier Unit Head
*If the payment of salaries and wages is through ATM, the salaries and wages will be credited automatically to his/her account.				
	TOTAL:	None	4 Days, 4 Hours, 10 Minutes	



HEALTH SERVICES UNIT

Internal/External Services



1. Processing of Insurance (This process pertains to the	Claims e claiming of insurance thereby	/ providing financ	cial assistance to t	the claimant.)	
Office/Division:	HEALTH SERVICES UNIT				
Classification:	Highly Technical				
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government				
WHO MAY AVAIL	DDOSC Employees, and Stu	ıdents			
CHECKLIST OF	REQUIREMENTS	,	WHERE TO SECU	JRE	
PRIMARY REQUIREMENTS					
For Students: College ID/Cel (1 Original) For Employees: Employees Original)	•	Provided by th	e Client		
Insurance Forms – (1 Original)	School Clinic			
SECONDARY REQUIREMEN	ITS				
A. For Hospitalization and/	or Accident Claim:				
Medical Certificate – (1 Origin	al)				
Hospital bills (If Confined) – (1	l Original)	Provided by the Client			
Prescription of medicine – (1	Original)				
Receipts, Invoice or other evid – (1 Original)	dences of expenses				
Police Report (for Vehicular A	ccident ONLY) - (1 Original)				
B. For Death Claim:					
Funeral Contract – (1 Original)	Provided by the Client			
Death Certificate with PSA Ce – (1 Original)	ertification of the Claimant	Trovided by the olient			
C. For Fire Claim:					
Certificate from the Bureau of	Fire – (1 Original)	Provided by th	e Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present ID and sign client's logbook, and verbalize the history of event/accident. 1. Conduct initial assessment and health history of illness and confinement or nature of incident		None	3 minutes	HSU Personnel	
Secure insurance forms, checklist and submit the requirements	2. Provide the insurance forms with checklist, and assess the submitted requirements for completeness and accuracy	None	7 minutes	HSU Personnel	
3. Fill-out insurance forms	Instruct and gives assistance in filling up the forms to avoid errors	None	3 minutes	HSU Personnel	

	,			and
Receive proper instruction on insurance processes depending on the case	4. Provide instruction on the possible duration as when the client can claim their insurance Note: Submit the documents to Insurance Company for assessment of requirements and evaluation of claims	None	3 minutes	HSU Personnel
5. Leave contact details to the school nurse for updates.	5. Provide the claimant with regular updates regarding their insurance status and notify them when their insurance claim becomes available.	None	1 - 2 months	HSU Personnel
Present Valid ID, and fill up the Insurance Claim Form. Receive Insurance claim and sign in the logbook for Outgoing Insurance Claims.	6. Verify the provided identification, and issue the Insurance Claim (check/cash) along with a voucher that displays comprehensive details of the claim, signed by the claimant. Provide additional instruction for encashment of the insurance claim if it is issued in the form of a check.	None	3 minutes	HSU Personnel
	TOTAL	None	2 Months and 19 Minutes	



2. Dental Services (This process pertains to the providing gral-dental health services, such identifying gra

(This process pertains to the providing oral-dental health services, such identifying oral-dental problems, and recommending possible remedies as advised by the school Dentist.)

recommending possible remedies as advised by the school bentist.)				
Office/Division:	HEALTH SERVICES UNIT			

Type of Transaction: G2C – Government to Citizen, G2G – Government to Government

WHO MAY AVAIL DDOSC Employees, and Students

Simple

Classification:

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Students: College ID/Certificate of Registration – (1 Original)	Provided by the Client
For Employees: Employees ID – (1 Original)	
Dental Record Form – (1 Original)	School Clinic

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
1. Present ID and sign in the	Verify availability of slot for	None	3 Minutes	HSU
dental logbook	dental check-up and			Personnel
	consultation with the School			
	Dentist			
2. Undergo Oral Dental	2. Conduct oral dental	None	30 Minutes	Dentist
check-up, consultation, /and	examination.			
tooth extraction as				
recommended by the Dentist	Note: With the client's			
	approval, the dentist			
	may carry out a tooth			
	extraction as			
	recommended.			
3. Wait for post dental care	3. Give instruction on proper	None 3 Minutes		Dentist
instruction	post dental care			
4. Secure prescription of	4. Prescribe medicine if	None	3 minutes	Dentist
medicine	necessary			
5. Claim referral to specialist	5. Refer patient with special	None	3 minutes	Dentist
if necessary	cases for laboratory			
	examination if necessary to			
	specialists			
	TOTAL	NONE	42 Minutes	

3. Issuance of Medical Certificate for Employees and Students

(This process pertains to the issuance of medical certificate to all clients availing this service.)



	T			Walt	
Office/Division:	HEALTH SERVICES UNIT				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government				
WHO MAY AVAIL	DDOSC Employees and Stud	lents			
CHECKLIST OF R	REQUIREMENTS		WHERE TO SEC	URE	
For Students: College ID/Certi Original)	ficate of Registration - (1	Provided by the	ne Client		
For Employees: Employees ID) – (1 Original)				
Laboratory Results (CBC, UA,	SA, X-ray etc.) – (1 Original)	Provided by th Choice)	ne Client (from Clinio	c or Hospital of their	
Medical Record Form – (1 Orig	inal)	School Clinic			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present ID, sign the medical logbook and verbalize chief complaint or present illness	Give the logbook to client for recording. Conduct health history and assessment of present illness	None	3 Minutes	HSU Personnel	
Undergo vital signs taking, height and weight measurement	2. Conduct height and weight measurement and taking of temperature, BP, RR, PR	None	5 Minutes	HSU Personnel	
Submit for medical consultation and physical examination	Conduct physical examination and/or medical consultation	None	10 Minutes	Physician	
4. Submit laboratory results (X-ray, CBC, etc.)	Interpret and assess Laboratory results	None	5 Minutes	Physician	
Note: Secure laboratory request if lab results are unavailable	Note: Give laboratory request when necessary				
5. Receive instructions and/or health advice as given by by the school physician.	5. Give instruction, health advise,	None	5 Minutes	Physician HSU Personnel	
6. Receive medical certificate and sign in the logbook for released medical certificates.	6. Provide the medical certificate and instruct the client to sign in the logbook for released medical certificates	None	2 Minutes	HSU Personnel	
	TOTAL	None	30 Minutes		

4. Medical Consultation and Treatment

(This process pertains to providing medical check-up, administering treatments, and providing health guidance regarding clients' illnesses or conditions.)

Office/Division: HEALTH SERVICES UNIT



				and	
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government				
WHO MAY AVAIL	Employees and Students				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	JRE	
For Students: College ID/Certi Original)	ficate of Registration – (1	Provided by th	e Client		
For Employees: Employees ID	- (1 Original)				
Medical Record Form – (1 Origi	nal)	School Clinic			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present ID, sign the logbook for medical consultation, and verbalize chief complaints/illnesses	Verify the submitted ID. Proceed with the initial assessment and of gathering health history related to the present illness.	None	3 minutes	HSU Personnel	
Undergo measuring of vital signs	Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	HSU Personnel	
Submit to medical consultation and physical examination	Conduct physical examination and/or medical consultation	None	10 Minutes	Physician	
4. Secure medical advice, and medicine for illness as prescribed by the school physician.	Give medical advice and medicine as prescribed	None	3 Minutes	Physician	
5. Receive proper health care, instruction, and if necessary a referral to specialist or hospital	5. Give health advise, instruction on dosage of medicine, and if necessary a referral to a specialist or hospital	None	3 Minutes	Physician HSU Personnel	
Receive Medical Certificate and sign in the logbook for released medical certificates.	6. Give medical certificate, and instruct the client to sign in the logbook for released medical certificates Note: For severe cases, excuse slip is also provided to the client	None	3 Minutes	Physician HSU Personnel	
	TOTAL	None	27 Minutes		



HEALTH SERVICES UNIT

External Services

Medical Profiling and Physical Examination for Enrollment (This process pertains to creating a medical profile of students upon their enrollment to the college, and requiring them to submit the necessary requirements indicating their physical fitness to pursue studies.)				
Office/Division: HEALTH SERVICES UNIT				
Classification:	Simple			



				111.1		
Type of Transaction:	G2C – Government to Citizen					
WHO MAY AVAIL	Freshmen Students and Retu	Freshmen Students and Returnees				
CHECKLIST OF	CHECKLIST OF REQUIREMENTS WHERE TO SECURE			URE		
Laboratory Results (CBC, Uring Stool Exam) – (1 Original cop		Provided by th	e client			
Annual Drug Test Result – (1	Original)	Provided by th	e client			
Medical Certificate – (1 Origin	al)	Provided by th	e client			
Physical Examination Form –	(1 Original)	School Clinic				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Present ID, sign the medical logbook and present requirements needed.	Give the logbook to client for recording and inspect the validity of requirements needed	None	3 Minutes	HSU Personnel		
2. Receive and Fill-out the Physical Examination Form	2. Provide Physical Examination Form and give instructions on how to properly fill it in.	None	5 Minutes	HSU Personnel		
3. Undergo measurement of height, weight, BP, respiratory rate, pulse rate, temperature, and present pertinent past and present medical history	3. Conduct measuring of height, weight, and vital signs. Interview and ask follow up questions to create health history.	None	5 Minutes	HSU Personnel		
Submit to physical examination	4. Conduct Physical examination 4.1 Prepare Medical	None	10 Minutes	Physician HSU Personnel		
5. Receive Clearance	5. Provide Medical Clearance	None	2 Minutes	Physician		
	TOTAL	None	25 Minutes			



LIBRARY AND LEARNING RESOURCE CENTER SECTION

Internal/External Services

1. Application for Library Card

(This process pertains to verifying the access of employees and students to library services, ensuring the safe circulation of resources. It includes acquiring a library card, enabling authorized resource utilization, and supporting responsible borrowing practice.)

	, respectively
Office/Division:	Library and Learning Resource Center Section- Reference Desk
Classification:	Simple
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen



Who May Avail:	Employees and	Students		and the state of t		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
1x1 Picture, White Background (1 Original)		Provided by t	Provided by the Client			
Library Card Form (1 original)			Library and Learning Resource Center Section -Reference Desk or Online Application			
Library Card Registra original)	ation Form (1	Online Applic https://tinyurl.	ation: com/LIBCARDMain	<u>1</u>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sign the necessary information in the logbook at the reference desk or in the online application, and then present the required documents to the person in charge.	Review the submitted requirements of the client.	None	2 Minutes	Library and Learning Resource Center Section, Personnel		
2. Complete the Library Card Registration form to be registered in the KOHA Library Management System.	2. Encode, generate the barcode, and issue the Library Card for the client.	None	15 hours, 55 minutes	Library and Learning Resource Center Section, Personnel		
3. For durability purposes, the client is advised to laminate his/her ID.	3. Verify the authenticity of the laminated Library Card presented by the client.	None	3 Minutes	Library and Learning Resource Center Section, Personnel		
	TOTAL:	None	16 Hours/ 2 Days			

2. Application for Borrower's Card

(This process pertains to obtaining a library borrower's card, highlighting the formal application process for the card, and confirming the client's identity when accessing and borrowing resources)

Office/Division:	Library and Learning Resource Center Section
Classification:	Simple
Type of Transaction:	G2G-Government to Government
7 -	G2C-Government to Citizen
Who May Avail:	Employees and Students

				and		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
Borrower's Card Form (1 original)		Library and Learning Resource Center Section- Reference Desk or Online Application				
		Online Application Form: https://docs.google.com/forms/d/12NIT6hUIUiojQ4AAs1aCdoKEr g_oKeH6T3fqvgL0Xo				
1x1 Picture, White Ba original)	ackground (1	Provided by t	he Client			
Library Card (1 lamin	ated)	Provided by t	he Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the requirements presented, and issue borrower's card to the client for their completion.	None	2 Minutes	Library and Learning Resource Center Section, Personnel		
2. Receive and fill out the necessary information on the borrower's card.	2. Assist the borrower in completing the card and then receive it for filing in the File Cabinet.	None	5 Minutes	Library and Learning Resource Center Section, Personnel		
	TOTAL:	None	7 Minutes			



3. Open Database Electronic Access Services

(This process pertains to the effective monitoring of both online and offline electronic resource access.

This service is designed for faculty, staff, and students, ensuring comprehensive oversight and security.

	signed for faculty, sta and physical resource		s, ensuring compre	hensive oversight and security		
Office/Division:		Library and Learning Resource Center Section				
Classification:	Simple	Simple				
Type of Transaction	G2G-Governme		ent			
Who May Avail:	Employees and	Students				
CHECKLIST OF RE	QUIREMENTS		WHERE TO	SECURE		
Registration Form (1	original)	Library and L Library	earning Resource (Center Section-Electronic		
Reservation Form (1	original)	Library and L Library	earning Resource (Center Section-Electronic		
Library Card (1 lamin	ated)	Provided by t	he Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Input/scan the Library Card in the entrance Logger System and sign in the E-Library/ Database Logbook.	Assist the client upon registration.	None	2 Minutes	Library and Learning Resource Center Section, Personnel		
2. Fill in the 'Reservation Form' and submit it to the designated In- Charge before availing the services.	2. Receive the Reservation Form to be submitted by the client.	None	3 Minutes	Library and Learning Resource Center Section- Personnel		
3. Register in the designated database to create a unique 'User Account,' if applicable	3. Assist the client in the registration process and guide them in using the system.	None	10 Minutes	Library and Learning Resource Center Section- Personnel		
Navigate the available resources.	4.If necessary, provide the client with information about the requested resources.	None	40 Minutes	Library and Learning Resource Center Section- Personnel		
	TOTAL:	None	55 Minutes			



4. Reading and Circulation Services (Inside Reading, and Borrowing)

(This process pertains to the inside reading and borrowing by faculty, staff, and students for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.)

		17 37					
Office/Division:	Library and Learning Resource Center Section						
Classification:	Simple						
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen						
Who May Avail:	Employees, Studer	Students, and Outside Researcher					
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE					
Inside Reading for Fact Students	ulty, Staff, and						
Entrance Logbook		Library and Learning Resource Center Section- Reference Desk					
Library Card (1 Laminate	ed)	Provided by the Client					
Borrowing for Faculty	and Staff						
Borrower's card (1origina	al)	Library and Learning Resource Center Section- Online Reservation					
		Online Reservation: https://tinyurl.com/LIBRESERVEFORM					
Any government-issued identification card (1 original)		Provided by the Client					
Borrowing for Student							
Online Reservation for o	ut of campus clients	Library and Learning Resource Center Section- Online Reservation					
		Online Reservation: https://tinyurl.com/LIBRESERVEFORM					
Borrower's Card/ Borrow	er's Logbook	Library and Learning Resource Center Section- Reference Desk					
Library Card (1 laminated	d)	Provided by the Client					
Outside Researcher-Ex	ternal Service						
Online Reservation for out of campus clients		Library and Learning Resource Section-Online Reservation					
		Online Reservation: https://tinyurl.com/LIBRESERVEFORM					
Recommendation Letter Librarian or Administrato		Provided by the Client					

Any government-issue original)	ed identification card (1	Provided by the	Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For faculty, Staff and Students: Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then	1. Check the completeness/ correctness of the presented document.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
present the requirement. 1.1 For Outside	1.1 Conduct	None	4 Minutes	Library and
Researcher/s: Sign the visitor's logbook located at the reference desk and present the document required by the Librarian.	interview, verify, and accept the necessary requirements as specified by the Librarian.	INUTIO	4 Williates	Learning Resource Center Section, Personnel
2. Locate the reference resources on the shelves.	2. Assist the client in locating the reference resources in the shelves, if needed.	None	6 Minutes	Library and Learning Resource Center Section, Personnel
	2.2. Subsequently, release the resources to the client for the intended purpose.	None	3 Minutes	Library and Learning Resource Center Section, Personnel
	2.3. Keep and secure the necessary document handed over by the client in the File Cabinet.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
	TOTAL:	None	17 Minutes	



	orrowed Library Resort to the recalling and safekeepin		sources that have	e been borrowed by		
	students, offering a service aimed at efficient management.) Library and Learning Resource Center					
Classification:	Simple					
Type of Transaction:	G2G-Government to Governm	ent				
Type of Transaction.	G2C-Government to Citizen	iont.				
Who May Avail:	Employees and Students					
CHECKLIST	F REQUIREMENTS		WHERE TO SE	ECURE		
Faculty and Staff						
Borrower's Card (1 origin	nal)	Library and I Reference D	•	ce Center Section-		
Any government-issued	identification card (1 original)	Provided by	the Client			
Borrowed Resources		Provided by	the Client			
Student						
Borrower's Card/Borrow	er's Logbook (1 original)	Library and Learning Resource Center Section - Reference Desk				
Library Card (1 laminate	Library Card (1 laminated)		Library and Learning Resource Center Section - Reference Desk			
Borrowed Resources		Provided by	the Client			
Official Receipt (For ove	r-due books)	Cashier Section				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE		
1. Input/scan Library Card in the Entrance Logger System and sign in the logbook located at the reference desk. 1. Provide assistance to the client during this process.		None	2 Minutes	Library and Learning Resource Center Section, Personnel		
2. Present the borrowed resources at the Reference Desk for verification and return.	 2. Check the condition of the resources and verify any discrepancies in the "permissible time" recorded in the borrower's card or borrower's logbook. c. If the transaction is settled, return the documents handed over 	None	5 Minutes	Library and Learning Resource Center Section, Personnel		

No. of Concession, Name of Street, or other Party of Street, or other
And the second

					111.11
	by the client (suc Government ID, Card).				
	d. Return the resou into its proper pl				
3. For overdue or damaged resources, comply with the corresponding sanction or fines.	3. Safely keep the item being sanctioned or the official receipt for the amount being paid.			2 Minutes	Library and Learning Resource Center Section, Personnel
a. For payments, obtain the payment slip from the Librarian, then pay the exact amount directly to the Cashier In- Charge	3.1 Receive the payment from the client and issue an Official Receipt.		The length of the penalty or the fine imposed depends on how long the books are	3 Minutes	Head/Cashier Section
	3.2 If the transaction is settled, return the documents handed over by the client, such as the Government ID and Library Card.		overdue.	1 Minute	Library and Learning Resource Center Section, Personnel
		TOTAL:	Depending on the number of minutes/ hours being sanctioned/ fined.	13 Minutes	



6. Application for the Utilization of Audio-Visual Room

(This process pertains to the effective management of audio-visual resources for faculty, staff, and

•	s is dedicated to monitoring rces during utilization.)	g the Audio-Vis	sual Room and ensu	ring the safekeeping
Office/Division:		Library and Learning Resource Center Section		
Classification:		Simple		
Type of Transaction:			ment to Government ment to Citizen	
Who May Avail:		Employees a	nd Students	
CHECKLIST OF REQU	IREMENTS	WHERE TO	SECURE	
Reservation Form (1 or	iginal)	Library and Lo Reference De	earning Resource Ce esk	enter Section-
For Students: Library 0	Card (1 laminated)	Provided by t	he Client	
For Employees: Any goidentification card (1 ori		Provided by t	he Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk.	Assist the client during the AVR reservation process.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
2. Receive the AVR Reservation Form, and fill out the required information.	2. Issue the AVR Reservation Form to the client, and check for the correctness of the entries. Provide assistance for queries.	None	3 Minutes	Library and Learning Resource Center Section, Personnel
3. Submit the requirements. 3. Check and safely keep the presented requirements, then hand over the key and/or resources for the intended purpose.		None	2 Minutes	Library and Learning Resource Center Section, Personnel
	TOTAL	None	7 Minutes	



STUDENT AFFAIRS AND SERVICES SECTION

External Services



1. Issuance of Student Travel Permit for Curricular Off-Campus Activities
This process pertains to the issuance of Student Travel Permit to students who are attending curricular off-campus activities conducted by the College to supplement and facilitate a more meaningful learning process in addition to the regular classroom instructional programs that are in accordance with specific degree program activities.

Office/Division:	Student Affairs and Services Division/Section						
Classification:	Highly Technical						
Type of Transaction:	G2C - Governmer	G2C - Government to Citizen					
Who may avail:	All Students through their Personnel-In-Charge						
CHECKLIST OF REQUIRE	EMENTS	WHERE TO SECURE					
Representative (Personn	el In-Charge)						
Approved Course Syllabus photocopy)	/Manual (1	Faculty handling the subject / Academic Department / Dean					
Annex A and B (2 original)		Student Affairs and Services Division/Section					
Letter of Intent		Provided by the Client					
SAS Request Form (1 orig	inal)	Student Affairs and Services Division/Section					
Approved Travel Order of t	-	Provided by the Client					
Personnel-in-Charge's pro to first-aid/medical emerge		Provided by the Client					
Pictures of First Aid Kit	- -	Provided by the Client					
Breakdown of Fees (if appl		Provided by the Client					
Student's Health Insurance	e Certification	Health Services Unit					
Notarized Affidavit of Cons	ent of Parents (2	Student Affairs and Services Division					
original)	(4 1 1 1)						
Updated Medical Certificat		Provided by the Client					
Student Travel Permit (1 o	riginai)	Student Affairs and Services Division/Section					
Students' mobility		College's Driver / Sub-contracting travel agency					
For college vehicle: - Updated/valid documents pertaining							
to registration, insurance coverage,							
assurance of road							
driver's license.							
For third-party or sub-con	tracting						
 Updated/valid docu 							
to registration, insu							
assurance of road	•						
driver's license, fra							
LTFRB or Travel ar duly accredited by the	•						
Tourism.	ine Department of						
Documentations of the follo	owing activities	Provided by the Client					
conducted:	9	, , , , , , , , , , , , , , , , , , , ,					
- Orientation/consultation to concerned							
participants							
 Announcement to participants and 							
parents regarding t activity	he off-campus						
- Dissemination of in	fo						
materials/learning j							
students							
 Emergency prepare given to students a 							



	1		1	trial.
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and submit all the	1.1 Receive the documents submitted 1.2 Check the	None	3 Days	SASD Staff SASD Director
required documents to the Student Affairs and Services Division/Secti on.	correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents			GNGD Blicotol
	1.3 Endorse the Student Travel Permit, and Annex A and B for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.			SASD Director, VPAA/Branch Director, and College President
Wait for the approval from CHED	2.3 Submit documents to CHED 2.4 Make follow-up		15 Days	SASD Director/Section Head, and CHED personnel
	as to status of documents			
3. Receive 1 original of controlled Student Travel Permit, notarized and controlled	3.1 Issue and record the Student Travel Permit No.	None	5 Minutes	SASD Staff
Affidavit of Consent of Parents, notarized and approved Annex A and B, and Certificate of Compliance from CHED, and log into the Student Travel Permit Logbook	3.2 Provide the client a routing slip as to the approval of the travel attached with original copies of the controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Annex			SASD Staff



A and B, and Certificate of Compliance from CHED			
TOTAL	None	8 Days, 5 Minutes	

2. Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities

This process pertains to the issuance of Student Travel Permit to students who are attending non-curricular off-campus activities conducted and intended by the College to broaden the students' learning opportunities and allow them the feeling of the real world, and therefore serve as powerful motivator to strengthen the academy-industry linkage.

Office/Division:	Student Affairs and Services Division/Section				
Classification:	Complex				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	All Students throu	ough their Personnel-In-Charge			
CHECKLIST OF REQUIR	REMENTS	WHERE TO SECURE			
Representative (Person	nel In-Charge)				
Letter of Intent		Provided by the Client			
SAS Request Form (1 ori	ginal)	Student Affairs and Services Division/Section			
Approved Travel Order of Charge	the Personnel-In-	Provided by the Client			
Personnel-in-Charge's proto first-aid/medical emerg		Provided by the Client			
Pictures of First Aid Kit		Provided by the Client			
Breakdown of Fees (if ap		Provided by the Client			
Student's Health Insurance		Health Services Unit			
Notarized Affidavit of Conoriginal)	sent of Parents (2	Student Affairs and Services Division			
Updated Medical Certificate (1 original)		Provided by the Client			
Student Travel Permit (1	original)	Student Affairs and Services Division			
Students' mobility		College's Driver / Sub-contracting travel agency			
to registration, ins assurance of road driver's license, fra LTFRB or Travel a	urance coverage, worthiness and intracting uments pertaining urance coverage, worthiness,				
Documentations of the fol conducted: - Orientation/consu participants - Announcement to parents regarding activity	Itation to concerned	Provided by the Client			



- Dissemination of info materials/learning journals for students
- Emergency preparedness plan to be given to students and stakeholders

given to etademic and etakenelaere				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out the SAS Request Form and	1.4 Receive the documents submitted	None	2 Days and 4 Hours	SASD Staff
submit all the required documents to the Student Affairs and Services Division/Section.	1.5 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents			SASD Director SASD Director, VPAA/Branch Director, and College President
	1.6 Endorse the Student Travel Permit for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.			
2. Receive 1 original of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents, and log into the Student Travel Permit Logbook	2.3 Issue and record the Student Travel Permit No. 2.4 Provide the client a routing slip as to the approval of the travel attached with original copies of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents.	None	2 Days, 4 Hours,	SASD Staff SASD Staff
	IOIAL	INONE	and 5 Minutes	



3. Issuance of Certification

This process pertains to the issuance of certification to those requesting officers/members of any of the current and previously recognized and/or institutional student organization of the College.

Office/Division:	Student Affairs ar	Student Affairs and Services Division/Section				
Classification:	Simple	Simple				
Type of Transaction:	G2C – Governme	G2C – Government to Citizen				
Who may avail:	Student Organiza	ation Officers/Me	embers			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				SECURE		
Principal						
SAS Request Form (1 or	riginal)	Student Affairs	and Services Division	n/Section		
Certification Attachment	Form (1 original)	Student Affairs	and Services Division	n/Section		
Representative						
Authorization Letter (1 or	riginal)	Provided by th	e Client			
Government-issued identhe person being represe photocopy back-to-back (3) signature specimen)	ented (1original, 1	Provided by the Client				
Government-issued iden the representative (1 orig back-to-back with affixed specimen)	ginal, 1 photocopy					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
SAS Request Form and the Certification Attachment	1. Receive the documents from the client. 1.1 Check the appropriateness,	None	1 Day	SASD Staff SASD Director		
submit the forms to the Student Affairs and Services	completeness and legality of the claim 1.2 Start processing the request.	SASD Staff				
Receive the certification and	2. Issue the certification to the client	None	3 Minutes	SASD Staff		
203200111	TOTAL	None	1 Day, 3 Minutes			



4. Issuance of Excuse Slip for Class Absences

This process pertains to the issuance of excuse slip to any student who has been absent from class due to valid reasons but is not limited to the official representation of the school, death/emergency of an immediate member of the family, sickness or any health-related reasons, calamities, and other absences due to safety concerns, religious holiday/ceremony, and court appeals.

Office/Division:	Student Affairs a	nd Services Divis	sion/Section			
Classification:	Simple	Simple				
Type of Transaction:	G2C – Governme	G2C – Government to Citizen				
Who may avail:	All students					
CHECKLIST OF REQU	JIREMENTS		WHERE TO	SECURE		
SAS Request Form		Student Affairs	and Services Divisio	n/Section		
Excuse Letter		Provided by the	e Client			
Any proof that correspondence	onds to the reason of	Provided by the	e Client			
Request for Issuance o more than two consecu		Guidance and Counseling Unit				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Fill-out SAS Request Form and submit the required documents to the Student Affairs and Services Division/Section.	1.1 Receive the documents from the client 1.2 Verify the document/s presented by the students.	None	10 Minutes	SASD Staff SAS Division Director		
2. Receive the Excuse Slip and log into the Excuse Slip Logbook.	Issue the client with Excuse Slip.	None	3 Minutes	SASD Staff		
	TOTAL	None	13 Minutes			



5. Issuance of Uniform Pass Slip

This process pertains to the issuance of uniform pass slip to students who have incomplete or are not wearing the school uniform on regular school days for valid reasons. These reasons may include, but are not restricted to: being a First Year/New, returning or transferring students, health issues, unavoidable accidents, physical changes, and calamities. It's important to note that a uniform pass slip won't be necessary on designated "Wash Days" and on special occasions as identified by the College.

Office/Division:	Student Affairs ar	Student Affairs and Services Division/Section			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governme	nent to Citizen			
Who may avail:	All students				
CHECKLIST OF REQU	JIREMENTS		WHERE TO	SECURE	
SAS Request Form		Student Affairs	and Services Divisio	n/Section	
Justification Letter (1 o		Provided by the	Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Log the client's name in the Logbook provided at the Guardhouse.	Provide the client with the Logbook for the Uniform Pass Slip	None	1 Minute	Security Personnel	
2. Fill-out SAS Request Form and submit Justification Letter to the Student	2.1 Receive the Justification Letter from the client	None	5 Minutes	SASD Staff	
Affairs and Services Division/Section	2.2 Check and verify the justification presented			SASD Director	
	2.3 Start processing the request			SASD Staff	
3. Receive the Uniform Pass Slip from the Student Affairs and Services Division/Section and log into the Uniform Pass Slip Logbook	3. Issue the Uniform Pass Slip indicating its validity	None	3 Minutes	SASD Staff	
	TOTAL	None	9 Minutes		



MONTEVISTA BRANCH



ADMISSION AND STUDENT RECORDS UNIT

External Services



1. Enrollment Procedure for Freshmen and Transferees

(This process pertains to the procedures that cover all activities undertaken for the registration of qualified first-year and transferee students to their chosen program.)

Office/Division:	Admission and Student Records Unit				
Classification:	Simple				
Type of Transaction:	G2C-Government to Citizen				
Who May Avail:	Incoming Freshmen Students and Transferees				
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE			
For First Year:					
Admission Examination R	esult (1 original)	Appraisal and Testing Unit			
Enrollment Process Slip (1 original)	Admission and Student Records Unit			
Senior High School Form Certificate of Rating (1 ori		Previous School			
Certificate of Good Moral original)	<u> </u>	Previous School			
PSA Copy of Birth Certification photocopy) Note: If the PSA copy is illest issued Birth Certificate must verification. (1 colored photocolor forms and purposes. PSA Copy of Marriage Certificate of the PSA copy is illest issued Marriage Certificate of the PSA copy is illest issued Marriage Certificate of the PSA copy is illest issued Marriage Certificate of the PSA copy is illest issued Marriage Certificate of the PSA copy is illest issued to bring the Original verification purposes. 2x2 recent ID picture with and name tag (2 pcs.) Long Brown Envelope (1p Medical Certificate (1 original verificate) is the province of the PSA copy is illest issued to be provided in the PSA copy is illest issued to be provided in the PSA copy is illest issued to be provided in the PSA copy is illest issued to be provided in the PSA copy is illest issued to be provided in the PSA copy is illest issued to be provided in the PSA copy is illest issued to be provided in the PSA copy is illest issued to be provided in the PSA copy is illest issued to be provided in the PSA copy is illest issued to be provided in the PSA copy is illest issued to be provided in the PSA copy is illest issued to be provided in the PSA copy is illest issued to be provided in the PSA copy is illest in the PSA copy in the PSA copy is illest in the PSA copy is illest in the PSA copy is illest in the PSA copy in the PSA copy in the PSA copy is illest in the PSA copy in the	egible, a locally be provided for bcopy) Copy solely for ertificate (for ed photocopy) egible, a locally must be provided for bcopy) Copy solely for white background c.)	Provided by the Client			
For Transferees:					
Transfer of Credentials or Dismissal (1 original)	Honorable	Previous School/ University			
Transcript of Records (TC Copy or Certificate of Gra	,	Previous School/ University			
Certificate of Good Moral original)	Character (1	Previous School/ University			
Validation Form for Credit	ed Courses (3	Admission and Student Records Unit or download at			

original)	https://tinyurl.com/ASRSFORMS
Enrollment Process Slip (1 original)	Admission and Student Records Unit
PSA Copy of Birth Certificate (1 colored	
photocopy)	
Note: If the PSA copy is illegible, a locally	
issued Birth Certificate must be provided for	
verification. (1 colored photocopy)	
Ensure to bring the Original Copy solely for verification purposes.	
	-
PSA Copy of Marriage Certificate (for	
married women – 1 colored photocopy)	Provided by the Client
Note: If the PSA copy is illegible, a locally	1 Tovided by the ellerit
issued Marriage Certificate must be provided for	
verification. (1 colored photocopy)	
Ensure to bring the Original Copy solely for	
verification purposes.	1

Long Brown Envelope (1 pc.)

Medical Certificate (1 original)

and name tag (2 pcs.)

2x2 recent ID picture with white background

`	,				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit all the required documents. Secure Enrollment Process Slip.	Receive and check the submitted documents. Issue and sign the Enrollment Process Slip.	None	30 Minutes	Admission and Student Records Unit Personnel Health Services Unit Personnel	
2. Present Enrollment Process Slip and fill out the Enrollment Profile Form in the Registry System.	2. Check the completeness and accuracy of the data provided by the client. 2.1 Sign the Enrollment Process Slip.	None	4 Hours	Faculty In-charge Department	
3. For first year: Present Enrollment Process Slip and secure Advising Slip.	3. Assess courses and issue Advising Slip to the student.	None	30 Minutes	Faculty In-charge	
For transferees: Present Enrollment Process Slip and Transcript of Records from previous school.	3.1 For transferees, evaluate Transcript of Records for course validation and issue Validation Form.3.2 Sign the		1 Hour	Dean and Associate Dean Department	

South Street,
The state of the s

				10.1
Fill-out the Validation Form and secure signature of the Dean and Associate Dean.	Enrollment Process Slip.			
4. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	4. Encode the courses based on the Advising Slip and print the Certificate of Registration.	None	30 Minutes	Admission and Student Records Unit Personnel Faculty In-charge
	4.1 Sign the Enrollment Process Slip.			Department
5. Submit the Certificate of Registration to the Cashier for breakdown of payables, and Present Enrollment Process Slip.	5. Assess the accounts, print payables breakdown, and return the Certificate of Registration (COR) to the student. 5.1 Sign the Enrollment Process Slip.	None	15 Minutes	Cashier Unit Head
5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID.	5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip.	None	30 Minutes	Admission and Student Records Unit Personnel
6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip.	None	15 Minutes	Student Accounts and Scholarship Unit Personnel

				Mal
7. Present Enrollment Process Slip and the validated Certificate of Registration (COR). 7.1 Fill-out the Student's ID Form and submit to the In-charge	7. Receive and sign the Enrollment Process Slip. 7.1 Facilitate ID pictorial.	None	30 Minutes	Student Affairs and Services Section Personnel
	AL FOR FIRST YEAR:	None	7 Hours	
TOTAL	FOR TRANSFEREES:		8 Hours	

^{*} The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

2. Enrollment Procedure for Returnees and Incoming 2nd **Year to 4**th **Year Students** This process pertains to the procedures that cover all activities undertaken for the registration of returnees, and incoming 2nd year to 4th year students to their chosen program.

Office/Division:	Admission and Stud	Admission and Student Records Unit			
Classification:	Simple	Simple			
Type of Transaction	: G2C-Government to	G2C-Government to Citizen			
Who May Avail:	Returnees and Incom	Returnees and Incoming 2 nd year to 4 th Year DDOSC Students			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
Clearance of the Prev	vious Semester	Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS			
Evaluation of Grades		Admission ar	nd Student Records	Unit/ Department	
Enrollment Process S	Slip	Admission ar	nd Student Records	Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit all the required documents. Secure Enrollment Process Slip.	Receive and check the submitted documents. Issue and sign the Enrollment Process	None	30 Minutes	Staff In-charge Admission and Student Records Unit	
2. Present Enrollment Process Slip and secure Advising Slip.	Slip. 2. Assess courses based on the Evaluation of Grades and issue Advising Slip to the student.	None	2 Hours 2 Hours	Faculty In-charge Dean and Associate Dean	
For returnees: Present Enrollment	2.1 For returnees, check the			Department	



		<u></u>	T	and
Process Slip and update the Enrollment Profile Form in the Registry System.	completeness and accuracy of the data provided by the client. 2 Sign the Enrollment Process Slip.			
3. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	3. Encode the courses based on the Advising Slip and print the Certificate of Registration.1 Sign the Enrollment	None	2 Hours	Staff In-charge Admission and Unit Records Section Faculty In-charge
	Process Slip.			Department
4. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	 4. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 4.1 Sign the Enrollment Process Slip. 	None	15 Minutes	Cashier Unit Head
5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID.	 5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip. 	None	1 Hour	Staff In-charge Admission and Student Records Unit
6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip.	None	15 Minutes	Student Accounts and Scholarship Unit Personnel
TOTAL FOR 2 nd Year to 4 th YEAR		_	6 Hours	
STUDENTS: TOTAL FOR RETURNEES:		None	8 Hours	
1		ſ	I	1

^{*} The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.



3. Enrollment Procedure for Shifters

This process pertains to the procedures that cover all activities undertaken for the change of program of a student within the College.

Office/Division:		Admission and Student Records Unit				
Classification:		Simple				
Type of Transaction: G2C-Governme		G2C-Government to	Citizen			
Who May Avail: Existing DDOSC Stud		lents				
CHECKLIST OF	RE	QUIREMENTS	WHERE TO SECURE			
For Shifters:						
Accomplished Shifting	g Fo	rm (1 original)	Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS			
Evaluation of Grades	(1 o	riginal)	Admission and Student Records Unit/ Department			
Shiftee Referral Slip (1 ori	ginal)	Department			
Shiftee Recommenda	tion	Slip (1 original)	Guidance and	d Counseling Unit		
Clearance of the Prevoriginal)	Clearance of the Previous Semester (1 original)		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS			
Enrollment Process S	lip (1 original)	Admission an	d Student Records	Unit	
CLIENT STEPS	A	GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit all the required enrollment documents. Secure Enrollment Process Slip.	the doo	Receive and check submitted cuments. sue and sign the rollment Process	None	30 Minutes	Staff In-charge Admission and Student Records Unit	
2. Inquire to the accepting Department if there is an available slot for the chosen program. Present Enrollment Process Slip.	2. / and of s 2.1 En	Attend to the inquiry d check availability slot. Sign the rollment Process	None	30 Minutes	Faculty In-charge Department	
3. If slot is available, secure Shifting Form. Present Enrollment Process Slip.	3.1 En		None	5 Minutes	Staff In-charge Admission and Student Records Unit	
4. Proceed to the Dean of the current program. Secure Evaluation of Grades and Shiftee Referral Slip. Present Shifting	Gra Re 4.1 Shi	ssue Evaluation of ades and Shiftee ferral Slip. Check and sign the lifting Form for commendation.	None	1 Hour	Faculty In-charge Dean and Associate Dean Department	

				THE STATE OF THE S
Form and Enrollment Process Slip.	4.2 Sign the Enrollment Process Slip.			(Current Program)
5. Present Shiftee Referral Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Guidance and Testing Unit.	5. Counseling will be done with the student.5.1 Issue Shiftee Recommendation Slip.5.2 Sign the Enrollment Process Slip.	None	2 Hours	Staff In-charge Guidance and Testing Unit
6. Present Shiftee Referral Slip, Shiftee Recommendation Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Dean the accepting Department.	6. Receive and check the documents submitted. 6.1 Sign the Shifting Form for approval. 6.2 Assess courses based on the Evaluation of Grades and issue Advising Slip to the student. 6.3 Sign the Enrollment Process Slip.	None	1 Hour	Faculty In-charge Dean and Associate Dean Department (Accepting Program)
7. Submit Enrollment Process Slip, advising slip Shiftee Referral Slip, Shiftee Recommendation Slip and Shifting Form and confirm the encoded courses.	7. Encode the courses based on the Advising Slip and print the Certificate of Registration. 7.1 Sign the Enrollment Process Slip.	None	2 Hours	Staff In-charge Admission and Student Records Unit Faculty In-charge Department (Accepting Program)
8. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	8. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 8.1 Sign the Enrollment Process Slip.	None	15 Minutes	Cashier Unit Head
9. Submit Certificate of Registration, Advising Slip, Shiftee Referral Slip, Shiftee Recommendation	9. Receive documents and check Advising Slip versus Certificate of Registration. 9.1 Stamp Certificate of Registration (COR)	None	1 Hour	Staff In-charge Admission and Student Records Unit

	101211	S DE	
Marca	6	9	Brook
		II.	

				The state of the s
Slip, Enrollment Process Slip and Shifting Form to the Registrar.	with "OFFICIALLY ENROLLED". 9.2 Issue sticker for ID validation and released validated Certificate of			
Secure validation	Registration.			
sticker for ID.	9.3. Sign the			
	Enrollment Process			
	Slip.			
. Submit the	10. Receive the validated Certificate of			Staff In-charge
validated Certificate				Glan III-charge
of Registration	Registration (COR).	None	15 Minutes	Scholarship Unit
(COR) to the	10.1. Sign the			
Scholarship Unit.	Enrollment Process			
Present Enrollment	Slip.			
Process Slip.				
	TOTAL:	None	8 Hours & 35	
			Minutes	

^{*} The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

4 Procedure for Enrollment Withdrawal with Leave of Absence (LOA)
This process pertains to the procedures that cover all activities undertaken for the withdrawal of enrollment or registration of a student from the program within the prescribed timeline.

Office/Division:	Admission and Stud	Admission and Student Records Unit			
Classification:	Simple	Simple			
Type of Transaction	: G2C-Government to	G2C-Government to Citizen			
Who May Avail:	All DDOSC Students	All DDOSC Students			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
Accomplished Dropping Form (1 original)		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS			
Accomplished Leave of Absence Form (1 original)		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS			
Consent Letter from the Parents or Guardian (1 original) Medical certificate, if the reason for Leave of Absence is health related (1 original)		Provided by the Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure the forms.	1. Provide the forms.	None	5 Minutes	Staff In-charge Admission and Student Records Unit	
2. Proceed to the Guidance and Testing Unit and	2. Check the submitted forms and documents. Provide	None		Staff In-charge, Guidance and Counseling Unit	

A CONTRACTOR OF THE PARTY OF TH	A
	Care of
Amil	

				10.1
present the forms and other related documents.	Exit Questionnaire. 2.1 A counseling will be done with the student. 2.2 Counter-sign the Forms.		2 Hours	Guidance Counselor
3. Proceed to the Department. Submit the accomplished Forms, Medical Certificate, and Consent Letter from the Parents or Guardian to the Associate Dean and Dean for approval.	Receive, verify, and sign the submitted forms. 1 Return the signed forms and inform the student to proceed to the Admission and Student Records Section.	None	2 Hours	Associate Dean and Dean Department
4. Proceed to the Admission and Student Records Section. Submit the approved forms and other related documents.	4. Check and evaluate the submitted forms and other documents. 4.1 Sign the Forms.	None	30 Minutes	Staff In-charge and the Registrar Admission and Student Records Unit
5. Receive the duly signed forms.	 5. Process the withdrawal of enrollment or registration. 5.1 Document the withdrawal and Leave of Absence of the student. 5.2 Issue the duly signed forms to the student. 	None	15 Minutes	Staff In-charge Admission and Student Records Unit
	TOTAL:	None	4 Hours & 55	
			Minutes	

^{*} The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.



5. Issuance of Academic Credentials

(This process pertains to the issuance of scholastic records to students/ alumni for any legal purposes, provided that he/she has no pending obligation from the College and has complied with the academic and non-academic requirements.)

Office/Division:		Admission and Student Records Unit					
Classification:		Simple					
Type of Transaction	on:	G2C-Governmen	t to Citizen				
Who May Avail:		Student/Alumni/D	uly Authorized F	Representative			
CHECKLIST O	FREC	QUIREMENTS		WHERE TO S	ECURE		
Records Request S	Slip (1	original)	Admission and	l Student Records l	Jnit		
Records Claim Slip	(1 or	ginal)	Admission and	l Student Records l	Jnit		
Official Receipt (1 o	origina	ıl)	Cashier Unit				
Duly Signed Studer	nt Cle	arance Form		Student Records U Om/ASRSFORMS	Jnit or download at		
Transcript of Recor Photocopy) Diploma (1 Colored	`						
Documentary Stam	ps (3	0.00/copy)	Provided by th	Provided by the Client			
Mailing Stamp (dep	ends	on the location)					
Additional Require Authorized Repres	senta	tive					
Authorization Lette	r (1 or	iginal)	Provided by th	e authorized repres	sentative		
Any Valid ID (1 original photocopy with 3 si							
CLIENT STEPS		ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit requirements.		eceive and check irements.	None	5 Minutes	Staff In-charge Admission and Student Records Unit		
1.1 Fill-out and submit Records Request Slip and Claim Slip.	Req Clai	Provide Records uest Slip and m Slip.					
2. Present Records Request Slip and pay the corresponding fees.	payr	rocess the ment and issue Official Receipt.	See table below 15 Minutes Staff In-charge Cashiering Unit				
3. Present the Official Receipt to the Admission and Student Records Section and secure the	the 0 3.1. Stud	eceive and check Official Receipt. Issue the lent Records m Slip indicating	None	5 Minutes	Staff In-charge Admission and Student Records Unit		



Records Claim Slip.	the date of release. 2. Process the		3 Days	
	requested document/s.			
Present the	4. Receive the			
Records Claim	Records Claim Slip.	None		
Slip, log-in to			20 Minutes	Staff In-charge
monitoring logbook and receive the credential.	4.1. Provide the monitoring logbook.		25 1/111/0.005	Admission and Student Records Unit
	4.2. Issue the requested credential.			
	TOTAL:	See table below	3 Working Days & 45 Minutes	

Academic Credential	Amount
Transcript of Records (TOR)	₱70.00/page
(for Graduates, first copy of Transcript of	
Records for Employment is free of charge.)	
Diploma	₱180.00 (for 2 nd Issuance)
Certification, Authentication and Verification	₱20.00
(CAV)	
General Weighted Average (GWA)	₱20.00
Honorable Dismissal	₱20.00
Authentication of Credentials	₱20.00/copy
Any Certification from the Registrar	₱20.00
Certificate of Enrollment	Free of Charge
Certificate of Grades	Free of Charge
Certificate of Registration	Free of Charge



APPRAISAL AND TESTING UNIT

EXTERNAL SERVICES



1. College Admission Screening Process (This process pertains to the application for admission of incoming first-year, and transfer students to the institution.) Office/Division: Appraisal and Testing Unit Classification: Highly Technical Type of Transaction: G2C-Government to Citizen Who May Avail: Incoming first-year, transferee students, and high school graduates (old **CHECKLIST OF REQUIREMENTS** WHERE TO SECURE **Senior High School Applicants: DDOSC Admission Test Application Form** To be provided by the Appraisal and Testing Unit Two (2) pcs of 2x2 picture To be provided by the applicant To be provided by the applicant Certification as proof that the applicant is a graduating student (for applicants that are currently enrolled as senior high school students only) Transferee Applicants: **DDOSC Admission Test Application Form** To be provided by the Appraisal and Testing Unit Two (2) pcs of 2x2 picture To be provided by the applicant Transcript of records (TOR) To be provided by the applicant High school graduates (old curriculum): **DDOSC Admission Test Application Form** To be provided by the Appraisal and Testing Unit To be provided by the applicant Two (2) pcs of 2x2 picture Form 138/Diploma To be provided by the applicant **CLIENT STEPS AGENCYACTION FEES PROCESSIN PERSON RESPONSIBLE** TO BE **G TIME PAID** 1. Apply for 1. Post the admission None 5 Minutes Appraisal and admission application period at: Testing Unit Head/ through onsite https://www.facebook.com/ Guidance and application profile.php?id=100063638 Counseling Unit 413603 during the Head/ ATU Staff 1.1 Verify the documents of application applicants for period as completeness and posted on the authenticity. Facebook page. 1.2 Issue an acknowledgment slip to the student applicant. 2. Wait for the 2. Prepare the schedule for None One (1) Appraisal and schedule of the the admission test. calendar week Testing Unit Head/ after the admission test. 2.1 Publish the scheduled Guidance and closing of the CounselingUnit examination to inform Head/ ATU Staff application the applicants at: period https://www.facebook.com/ profile.php?id=100063638 413603

No. of Concession, Name of Street, or other party of the Concession, Name of Street, or other party of the Concession, Name of	
Visit C	

3. Take the admission test as scheduled.	3. Provide the students with the test questionnaire and answer sheet.	None	1 hour	Appraisal and Testing Unit Head/ Psychometrician
4. Verify test results through the DDOSC Guidance and Testing Facebook page.	4. Make an announcement on the Facebook page regarding the release of test results at: https://www.facebook.com/profile.php?id=100063638413603	None	Three (3) calendar weeks after they took the exam	Appraisal and Testing Unit Head/ Guidance and CounselingUnit Head/ ATU Staff
	TOTAL:	None	28 days, 1 Hour and 5 minutes	



CASHIER UNIT

External Services



1. Collection of School Fees

(This process pertains to school fees of students not covered by the Free Higher Education such as old accounts, requested special class, and accounts of students who are disqualified due to residency.

Office/Division:	Cashier Unit	Cashier Unit			
Classification:	Simple				
Type of Transaction:	G2C - Governmer	nt to Citizen			
Who may avail:	Students				
CHECKLIST OF REQ	UIREMENTS		WHERE TO SECU	RE	
College Identification Certificate of Regis			ent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Inquire outstanding balance.	Verify outstanding balance.	None	5 minutes	Cashier Unit – Head	
Pay the required fees.	Issue official receipt.	Total Outstanding Balance	5 Minutes	Cashier Unit – Head	
	TOTAL	Total Outstanding Balance	10 Minutes		



2. Collection of Other Fees

(This process pertains to collection of fees, charges, and other assessment from students, government agencies, and other stakeholders.)

Office/Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction	: G2C - Governmer G2B - Governmer			
Who may avail:	Students, Supplie	rs, and Stakeholder	S	
CHECKLIST OF REC	QUIREMENTS		WHERE TO SECU	IRE
Payment Order Slip			Provided by the Cli	ient
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Payment Order Slip.	 Check and Verify Payment Order Slip 	None	5 minutes	Cashier Unit – Head
2. Pay the required fees.	2. Issue official receipt	Amount Reflected in Payment Order Slip	5 Minutes	Cashier Unit – Head
	TOTAL	Amount Reflected in Payment Order Slip	10 Minutes	



3. Issuance of Statement of Accounts.

(This process pertains to the issuance of Statement of Accounts containing the total payables of the students for the current and previous semesters.)

Office/Division:	Cashier Unit	Cashier Unit				
Classification:	Simple	Simple				
Type of Transaction:	G2C - Government to	Citizen				
Who may avail:	Students					
CHECKLIST OF REQUIREMEN	NTS		WHERE TO SECUR	E		
For currently enrolled student Identification Card or Certification Card or Certification Card of Certification Card of Chief Student Semester. Any valid identification card CLIENT STEPS	cate of Registration.	Provided by the Client FEES TO PROCESSING PERSON				
		BE PAID	TIME	RESPONSIB LE		
 1. Submit the requirements and Fill-in the request logbook. 1. Prepare the statement of account. 1.1 Check and verify the document before the approval 		. None 20 minutes Cashier Hea		Cashier Unit – Head		
Receive and sign on the logbook for outgoing documents.	2. Release the approved Statement of Account.	None	2 Minutes	Cashier Unit – Head		
	TOTAL	None	22 Minutes			



GUIDANCE AND COUNSELING UNIT

External Services



1. WALK-IN INDIVIDUAL/GROUP COUNSELING

(This process pertains to providing counseling sessions to walk-in clients whether individuals or groups, constituting a fundamental element of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor utilizes diverse methods, strategies, or techniques aimed at bolstering the counselee's interpersonal and intrapersonal growth, aiding in career exploration, and nurturing their personal capacities to address challenges effectively.)

Office/Division:	Guidance and Counseling Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government	to Clients		
Who May Avail:	All DDOSC Students			
CHECKLIST OF REQU	IREMENTS	WHERE TO SECURE		
Request Slip		Guidance and Counseling Unit		
Counseling informed consent		Guidance and Counseling Unit		
Counseling Form		Guidance and Counseling Unit		
Government –issued identification card (1original, 1 photocopy back- to- back with affixed three (3) signature		Provided by the Client		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Fill out the Counseling Logbook	Instruct client to fill out the counseling logbook.	None	2 Minutes	Guidance and Counseling Staff
2. Fill out the Request Slip and forward the client to the Guidance Counselor	2.1. Instruct the client to fill out request slip. 2.2. Endorse the client to the Guidance Counselor.	None	2 Minutes	Guidance and Counseling Staff
3. Fill out the Counseling Form	3.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
4.Sign the Counseling Informed Consent	4.1. Instruct the client to affix his/her signature and explain	None	45 minutes	Guidance Counselor

specimen)

No.	STEEL STEEL
2	
V	
No.	

				trail
	to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.			
5. Counseling Session	5. 1. Commence the counseling session.			
	TOTAL	None	51 Minutes	



2. INDIVIDUAL/GROUP COUNSELING THROUGH REFERRAL

Guidance and Counseling Unit

Office/Division:

(This process pertains to providing counseling sessions to individuals or groups through referral as a fundamental part of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor employs methods, approaches, or techniques to enhance the counselee's interpersonal and intrapersonal development, career path, and personal abilities to find a solution to their problems.)

Classification:	Simple				
Type of Transaction:	G2C- Government to	Clients			
Who May Avail:	All DDOSC Students	3			
CHECKLIST OF REQU	UIREMENTS WHERE TO SECURE				
Student's Referral Slip		Guidance and Counseling Unit			
Student Call Slip		Guidance and Counseling Unit			
Counseling informed consent		Guidance and Counseling Unit			
Counseling Form		Guidance and Counseling Unit			
Government –issued identification card (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Receive and Complete the Referral Slip	1.1. Prepare the Counselor's Referral Form.	None	5 Minutes	Faculty/ Prefect of Discipline
	2.1. Confirm with the client the intent to be referred to the Guidance Counselor.			
	3.1. Fill out the referral form and submit it to the guidance and counseling office.			
2. Receive the Referral Slip	2.1. Issuance of an acknowledgment slip to the referent.	None	2 Minutes	Guidance Staff
3. Identify the Client for Counseling	3.1. Issuance of Student Call Slip	None	2 Minutes	Guidance Counselor

OTO BEING
und

			1	10.1
4. Fill out the Counseling Logbook and forward the client to the Guidance Counselor	4.1. Instruct the client to fill out the counseling logbook.4.2. Endorse the client to the guidance counselor.	None	2 Minutes	Guidance Staff
5.Fill out the Counseling Form	5.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
6. Sign the Counseling Informed Consent.	6.1. Instruct the client to affix his/her signature and explain to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.	None	45 minutes	Guidance Counselor
7. Counseling Session	7.1. Commence the counseling session.			
8. Issue referral Feedback Form	8.1 Furnish referral feedback form to the referent.	None	2 Minutes	Guidance Counselor
	TOTAL	None	1 Hour	



HUMAN RESOURCE MANAGEMENT UNIT

Internal Services



1. Issuance of List and Employee's Profile
(This process pertains to the issuance of List and/or DDOSC Employees' Profile to clients who have granted authorization to use said data.)

Office/Division: Human Resource Management Unit	
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All clients availing DDOSC services

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter Approved by the College President indicating the purpose of the data requested.	To be provided by the applicant.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the Request Letter approved by	Receive the letter request from the client and check as to completeness of the requirements.	None	3 Minutes	Human Resource Management Unit Personnel	
the College President to the HRMU	1.1 Prepare the requested List and Employee's Profile.	None	2 Days	Human Resource Management Unit Personnel	
	1.2 Verify the document requested	None	1 Days	Human Resource Management Unit Head	
	1.3 Forward to the Office of the College President for Approval.	None	1 Days	Human Resource Management Unit Personnel	
	1.4 Receive document from the Office of the College President or Human Management Resource Unit	None	1 Minute	Head/ Human Resource Management Unit	
	1.5 Inform the Client/s on the update of the requested document as soon as it is received from the Office of the College President.	None	1 Minute	Head/ Human Resource Management Unit	



2. Receive the	2.	Release the List and	None	1 Minute	Head/ Human
document		Employee's Profile			Resource
and sign the					Management Unit
Log book for					
outgoing					
documents.					
		TOTAL:	None	6 Days, 6 Minutes	

2. Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel)

Human Resource Management Unit

(The process pertains to the issuance of pay slip to DDOSC Employees to give them information about their gross and net salaries for a specific period.)

Classification:	Simple	Simple				
Type of Transaction	: G2G - Governm	G2G - Government to Government				
Who May Avail:	DDOSC Employe	ees				
CHECKLIST OF R	EQUIREMENTS		WHERE TO	SECURE		
Request Form via goggle form		http	Human Resource Management Unit https://tinyurl.com/DDSOSCHRRequestForm			
CLIENT STEPS	AGENCY ACTION	FEES TO PROCESSING PERSON RESPONSIBLE BE PAID TIME				
File online request through Google form	Check, & verify submitted request 1.1 Prepare the	None	10 minutes	HRMU Personnel		
	requested Pay Slip 1.2 Endorse to the Branch Director for approval.		5 Minutes	HRMU Personnel Branch Director		
2. Receive the Pay Slip, and sign in the Logbook for Pay Slip	2. Release the document	None	3 Minutes	HRMU Personnel		
TOTAL			18 Minutes			

Office/Division:



3. Request for Travel Order (within the region and not exceeding 3-Days)

(This process perf travel within the re	ains to the issuance of Trangelon.)	vel Order for DDOS	SC Employee/s who	has an official		
Office/Division:	<u> </u>	Human Resource Management Unit				
Classification:	Simple	Simple				
Type of Transaction	: G2G - Government to	Government				
Who May Avail:	All Branch personnel					
CHECKLIST O	ECKLIST OF REQUIREMENTS WHERE TO SECURE			Ξ		
Travel Order Applicat	ion Form (3 original)	Human Resource	Management Unit			
			r Form is also downlo /DDOSCHRForms)	adable at		
If applicable, docume necessity of Travel (Ir Order, Memoranda, e	vitation Letter, Office	Provided by the c	lient			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E		
1. Fill out the Travel Order form and secure immediate supervisor's recommending approval 1.1 Submit to the Human Resource Management Unit	1. Receive the Travel Order Form and check as to completeness of the filled document. 1.1 Affix Travel Order Number and countersign 1.2 Forward travel order to the Branch Director for final approval 1.3 Inform the Client/s on the update of the requested document	None	15 Minutes	HRMU Personnel HRMU Personnel		
2. Receive the Travel Order and sign in the Travel Order Logbook	2. Release the Travel Order	None	1 Minute	HRMU Personnel		
	TOTAL:	None	16 Minutes			



WHERE TO SECURE

Human Resource Management Unit

(The Travel Order Form is also downloadable at

4. Request for Travel Order (outside the Region, and/or exceeding 3-days)

(This process pertains to the issuance of Travel Order for DDOSC Employee/s who has an official travel outside the region, and/or exceeding 3-days.)

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	All Branch personnel

		https://tinyurl.com/DDOSCHRForms)			
If applicable, other document supporting the necessity of travel (Invitation Letter, Office Order, Memoranda, etc.)		Provided by the Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill out the Travel Order form and submit to the Human Resource Management Unit (Must be at least 5 working days	Receive by the Human Resource Management Unit, check as to completeness of the filled document. Affix Travel Order	None	5 Minutes	HRMU Personnel	
before the official travel)	Number and Countersign the Travel Order. 1.3 Forward the Travel		5 Minutes	HRMU Personnel	
	Order to the Branch Director for recommend ation		1 Day	HRMU Personnel Branch Director	

CHECKLIST OF REQUIREMENTS

Travel Order Application Form (3 original)

Principal

A CONTRACTOR OF THE PARTY OF TH	
) Ind	,

	ı		1	
	1.4 Forward to the Office of the College President for Approval	None	1 Day	HRMU Personnel
	1.5 Receive the approved Authority to travel from the Office of the College President	None	1 Day	HRMU Personnel College President
	1.6 Inform the client/s on the update of the requested document		1 Minute	HRMU Personnel
2. Receive Travel Order and Sign the Travel Order Logbook	2. Release the Travel Order	None	5 Minutes	HRMU Personnel
	TOTAL:	None	3 Days, 16 Minutes	



5. Payment of Salaries and Wages

(The processing of salaries and wages pertains to the preparation of payroll to reflect the amount to be paid to the employees/personnel for their services rendered on a specific period.

be paid to the employ	recorpersormer for	their services remacrea on a specimo perioa.			
Office/Division:	sion: Human Resource Management Unit				
Classification:	Complex				
Type of Transaction:	G2G – Governi	ment to Government			
Who May Avail:	Job Order Pers Contract of Ser Part-time Perso	ct of Services Personnel			
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE			
Primary Requirements:					
Biometric Print out (1 origin	nal)	Human Resource Management Unit			
Daily Time Record (4 origin	nal)	Human Resource Management Unit			
Certificate of Services Rer	ndered (4 original)	Provided by the Client			
Bi-Monthly Performance Output Report (4 original)		Provided by the Client			
Travel Order (1 original, 3	photocopy)	Provided by the Client			
Certificate of Appearance/original, 3 photocopy)	Participation (1	Provided by the Client			
Notarized Contract (1 original, 1 photocopy) *For first processing of salaries and wages only		Provided by the Client			
Additional requirements					
For Representative:					
Authorization Letter (1 original)		Provided by the person being represented			
Government-issued identify the person being represent photocopy back- to- back was (3) signature specimen)	nted (1original, 1 with affixed three	Provided by the person being represented			
Government-issued identification	fication card of				

Provided by the representative

the representative (1 original, 1 photocopy

back- to- back with affixed three (3)

signature specimen)



Last salary:					
Clearance from money, property and legal accountabilities (1 original, 1 photocopy)		Human Resource Management Unit			
Salary due to deceased employee/personnel:					
Death certificate authenticated by NSO (1 original, 1 photocopy)		Provided by th	ne representative		
Marriage contract authoriginal, 1 photocopy)		Provided by th	e representative		
Birth certificate of surv authenticated by NSC photocopy)		Provided by th	e representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Receive biometric print out and sign in the out-going logbook at the Human Resource Management Unit	Prepare and issue the biometric print out to the client.	None	4 Hours	Human Resource Management Unit In-Charge	
2. Prepare and submit Daily Time Record (DTR) together with the supporting documents	2. Receive the DTR with supporting documents. 2.1 Check the correctness and completeness of documents. 2.2 Prepare payroll and submit to Accounting Section. 2.3 Start processing the payment of salaries and wages.	None	4 Days	Human Resource Management Unit In-Charge Accounting Unit	



3. Receive the salaries and wages and sign on the payroll at	3. Release the salary to the client.	None	10 Minutes	Cashier Unit Head
the Cashier Unit.				
*If the payment of				
salaries and				
wages is through				
ATM, the salaries				
and wages will be				
credited				
automatically to				
his/her account.				
	TOTAL:	None	4 Days, 4 Hours,	
			10 Minutes	



HEALTH SERVICES UNIT

Internal/External Services



1. Processing of Insurance (This process pertains to the	Claims e claiming of insurance thereby	providing finance	cial assistance to t	the claimant.)		
Office/Division:	HEALTH SERVICES UNIT					
Classification:	Highly Technical					
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government					
WHO MAY AVAIL	DDOSC Employees, and Stu	DDOSC Employees, and Students				
CHECKLIST OF	CHECKLIST OF REQUIREMENTS		WHERE TO SECU	JRE		
PRIMARY REQUIREMENTS						
For Students: College ID/Cer (1 Original) For Employees: Employees Original)	· ·	Provided by th	Provided by the Client			
Insurance Forms – (1 Original)	School Clinic				
SECONDARY REQUIREMEN	ITS					
D. For Hospitalization and/	or Accident Claim:					
Medical Certificate – (1 Origina	al)					
Hospital bills (If Confined) – (1	Original)	Dravided by the Client				
Prescription of medicine – (1	Original)	Provided by the Client				
Receipts, Invoice or other evid – (1 Original)	dences of expenses					
Police Report (for Vehicular A	ccident ONLY) – (1 Original)					
E. For Death Claim:						
Funeral Contract – (1 Original)	Provided by the Client				
Death Certificate with PSA Ce – (1 Original)	ertification of the Claimant	Trevided by the enem				
F. For Fire Claim:						
Certificate from the Bureau of	Fire – (1 Original)	Provided by the Client				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Present ID and sign client's logbook, and verbalize the history of event/accident.	Conduct initial assessment and health history of illness and confinement or nature of incident	None	3 minutes	HSU Personnel		
Secure insurance forms, checklist and submit the requirements 2. Provide the insurance forms with checklist, and assess the submitted requirements for completeness and accuracy		None	7 minutes	HSU Personnel		
3. Fill-out insurance forms	3. Instruct and gives assistance in filling up the forms to avoid errors	None	3 minutes	HSU Personnel		

				trid.
Receive proper instruction on insurance processes depending on the case	4. Provide instruction on the possible duration as when the client can claim their insurance Note: Submit the documents to Insurance Company for assessment of requirements and evaluation of claims	None	3 minutes	HSU Personnel
5. Leave contact details to the school nurse for updates.	5. Provide the claimant with regular updates regarding their insurance status and notify them when their insurance claim becomes available.	None	1 - 2 months	HSU Personnel
6. Present Valid ID, and fill up the Insurance Claim Form. Receive Insurance claim and sign in the logbook for Outgoing Insurance Claims.	6. Verify the provided identification, and issue the Insurance Claim (check/cash) along with a voucher that displays comprehensive details of the claim, signed by the claimant. Provide additional instruction for encashment of the insurance claim if it is issued in the form of a check.	None	3 minutes	HSU Personnel
	TOTAL	None	2 Months and 19 Minutes	



2. Dental Services (This process pertains to the providing oral-dental health services, such identifying oral-dental problems, and recommending possible remedies as advised by the school Dentist.)

Office/Division:	HEALTH SERVICES UNIT
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government
WHO MAY AVAIL	DDOSC Employees, and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
For Students: College ID/Certificate of Registration – (1 Original)	Provided by the Client	
For Employees: Employees ID – (1 Original)		
Dental Record Form – (1 Original)	School Clinic	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
Present ID and sign in the dental logbook	1. Verify availability of slot for dental check-up and consultation with the School Dentist	None	3 Minutes	HSU Personnel
2. Undergo Oral Dental check-up, consultation, /and tooth extraction as recommended by the Dentist	Conduct oral dental examination. Note: With the client's approval, the dentist may carry out a tooth extraction as recommended.	None	25 - 30 Minutes	Dentist
Wait for post dental care instruction	Give instruction on proper post dental care	None	3 Minutes	Dentist
Secure prescription of medicine	Prescribe medicine if necessary	None	3 minutes	Dentist
5. Claim referral to specialist if necessary	5. Refer patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	Dentist
	TOTAL	NONE	43 Minutes	



				THAT I WAS A STATE OF THE STATE
3. Issuance of Medical Certifi (This process pertains to the	icate for Employees and Stud ne issuance of medical certifica		availing this service.)
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen	, G2G – Govern	nment to Governmer	nt
WHO MAY AVAIL	DDOSC Employees and Stud	ents		
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE
For Students: College ID/Cert Original)		Provided by the	ne Client	
For Employees: Employees ID Laboratory Results (CBC, UA,		Clinic or Hosp	nital of Choice	
Medical Record Form – (1 Orig		School Clinic	a. o. oe.ee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present ID, sign the medical logbook and verbalize chief complaint or present illness	Give the logbook to client for recording. Conduct health history and assessment of present illness	None	3 Minutes	HSU Personnel
Undergo vital signs taking, height and weight measurement	Conduct height and weight measurement and taking of temperature, BP, RR, PR	None	5 Minutes	HSU Personnel
3. Submit for medical a consultation and physical examination and/or medical consultation		None	10 Minutes	Physician
4. Submit laboratory results (X-ray, CBC, etc.)	Interpret and assess Laboratory results	None	5 Minutes	Physician
Note: Secure laboratory request if lab results are unavailable	Note: Give laboratory request when necessary			
Receive instructions and/or health advice as given by by the school physician.	5. Give instruction, health advise,	None	5 Minutes	Physician HSU Personnel
Receive medical certificate and sign in the logbook for released medical certificates.	6. Provide the medical certificate and instruct the client to sign in the logbook for released medical certificates	None	2 Minutes	HSU Personnel

TOTAL

None

30 Minutes



4. Medical Consultation and Treatment

(This process pertains to providing medical check-up, administering treatments, and providing health guidance regarding clients' illnesses or conditions.)

Office/Division:	HEALTH SERVICES UNIT	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government	
WHO MAY AVAIL	Employees and Students	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Students: College ID/Certificate of Registration – (1 Original)	Provided by the Client
For Employees: Employees ID – (1 Original)	
Medical Record Form – (1 Original)	School Clinic

CLIENT STEPS AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present ID, sign the logbook for medical consultation, and verbalize chief complaints/illnesses	Verify the submitted ID. Proceed with the initial assessment and of gathering health history related to the present illness.	None	3 minutes	HSU Personnel
Undergo measuring of vital signs	2. Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	HSU Personnel
Submit to medical consultation and physical examination	consultation and physical examination and/or		10 Minutes	Physician
4. Secure medical advice, and medicine for illness as prescribed by the school physician.	Give medical advice and medicine as prescribed	None	3 Minutes	Physician
5. Receive proper health care, instruction, and if necessary a referral to specialist or hospital	5. Give health advise, instruction on dosage of medicine, and if necessary a referral to a specialist or hospital	None	3 Minutes	Physician HSU Personnel
Receive Medical Certificate and sign in the logbook for released medical certificates.	6. Give medical certificate, and instruct the client to sign in the logbook for released medical certificates Note: For severe cases, excuse slip is also provided to the client	None	3 Minutes	Physician HSU Personnel
	TOTAL		27 Minutes	



HEALTH SERVICES UNIT

External Services



1. Medical Profiling and Physical Examination for Enrollment

(This process pertains to creating a medical profile of students upon their enrollment to the college, and requiring them to submit the necessary requirements indicating their physical fitness to pursue studies.)

CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE	
WHO MAY AVAIL	Freshmen Students and Returnees		
Type of Transaction:	G2C – Government to Citizen		
Classification:	Simple		
Office/Division:	HEALTH SERVICES UNIT		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
aboratory Results (CBC, Urinalysis, and Stool Exam) – (1 Original copy each)	Provided by the client
Annual Drug Test Result – (1 Original)	Provided by the client
Medical Certificate – (1 Original)	Provided by the client
Neural and Europein a (in a Engage (A Opinio al)	0-6100

Physical Examination Form – (1 Original)	School Clinic
--	---------------

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present ID, sign the medical logbook and present requirements needed.	Give the logbook to client for recording and inspect the validity of requirements needed	None	3 Minutes	HSU Personnel
Receive and Fill-out the Physical Examination Form	Provide Physical Examination Form and give instructions on how to properly fill it in.	None	5 Minutes	HSU Personnel
3. Undergo measurement of height, weight, BP, respiratory rate, pulse rate, temperature, and present pertinent past and present medical history	3. Conduct measuring of height, weight, and vital signs. Interview and ask follow up questions to create health history.	None	5 Minutes	HSU Personnel
Submit to physical examination	4.1 Conduct Physical examination 4.2 Prepare Medical Clearance	None	10 Minutes	Physician HSU Personnel
5. Receive Clearance	5. Provide Medical Clearance	None	2 Minutes	Physician
	TOTAL	None	25 Minutes	



LIBRARY AND LEARNING RESOURCE CENTER SECTION

Internal/External Services



1. Application for Library Card
(This process pertains to verifying the access of employees and students to library services, ensuring

the safe circulation of	resources. It includes	s acquiring a İi	brary card, enabling	s to library services, ensuring g authorized resource	
Office/Division:		responsible borrowing practice.) Library and Learning Resource Center Section- Reference Desk			
Classification:	Simple	Simple			
Type of Transaction		G-Government to Government G-Government to Citizen			
Who May Avail:		mployees and Students			
CHECKLIST OF F	LIST OF REQUIREMENTS WHERE TO SECURE			SECURE	
1x1 Picture, White Background (1 Original)		Provided by t	he Client		
Library Card Form (1	original)	•	earning Resource C ne Application	Center Section -Reference	
Library Card Registra original)	ation Form (1	Online Applic https://tinyurl.	ation: com/LIBCARDMain	1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign the necessary information in the logbook at the reference desk or in the online application, and then present the required documents to the person in charge.	Review the submitted requirements of the client.	None	2 Minutes	Library and Learning Resource Center Section, Personnel	
2. Complete the Library Card Registration form to be registered in the KOHA Library Management System.	2. Encode, generate the barcode, and issue the Library Card for the client.	None	15 hours, 55 minutes	Library and Learning Resource Center Section, Personnel	
3. For durability purposes, the client is advised to laminate his/her ID.	3. Verify the authenticity of the laminated Library Card presented by the client.	None	3 Minutes	Library and Learning Resource Center Section, Personnel	
	TOTAL:	None	16 Hours/		

2 Days



2. Application for Borrower's Card

(This process pertains to obtaining a library borrower's card, highlighting the formal application process for the card, and confirming the client's identity when accessing and borrowing resources)

Office/Division:	Library and Lea	Library and Learning Resource Center Section			
Classification:	Simple	Simple			
Type of Transaction		G2G-Government to Government G2C-Government to Citizen			
Who May Avail:	Employees and	Students			
CHECKLIST OF R	EQUIREMENTS		WHERE TO	SECURE	
		Library and Learning Resource Center Section- Reference Desk or Online Application Online Application Form: https://docs.google.com/forms/d/12NIT6hUIUiojQ4AAs1aCdoKEr			
		g_oKeH6T3fqvg	gL0Xo		
1x1 Picture, White Ba	ckground (1	Provided by t	he Client		
Library Card (1 lamin	ated)	Provided by t	he Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the requirements presented, and issue borrower's card to the client for their completion.	None	2 Minutes	Library and Learning Resource Center Section, Personnel	
2. Receive and fill out the necessary information on the borrower's card.	2. Assist the borrower in completing the card and then receive it for filing in the File Cabinet.	None	5 Minutes	Library and Learning Resource Center Section, Personnel	
	TOTAL:	None	7 Minutes		



3. Open Database Electronic Access Services

(This process pertains to the effective monitoring of both online and offline electronic resource access.

This service is designed for faculty, staff, and students, ensuring comprehensive oversight and security.

	signed for faculty, sta and physical resource		s, ensuring compre	hensive oversight and security	
Office/Division:		Library and Learning Resource Center Section			
Classification:	Simple	Simple			
Type of Transaction	G2G-Governme	nent to Government nent to Citizen			
Who May Avail:	Employees and	Students			
CHECKLIST OF RE	QUIREMENTS		WHERE TO	SECURE	
Registration Form (1 original)		Library and L Library	earning Resource (Center Section-Electronic	
Reservation Form (1	original)	Library and L Library	earning Resource (Center Section-Electronic	
Library Card (1 lamin	ated)	Provided by t	he Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Input/scan the Library Card in the entrance Logger System and sign in the E-Library/ Database Logbook.	Assist the client upon registration.	None	2 Minutes	Library and Learning Resource Center Section, Personnel	
2. Fill in the 'Reservation Form' and submit it to the designated In- Charge before availing the services.	2. Receive the Reservation Form to be submitted by the client.	None	3 Minutes	Library and Learning Resource Center Section- Personnel	
3. Register in the designated database to create a unique 'User Account,' if applicable	3. Assist the client in the registration process and guide them in using the system.	None	10 Minutes	Library and Learning Resource Center Section- Personnel	
Navigate the available resources.	4.If necessary, provide the client with information about the requested resources.	None	40 Minutes	Library and Learning Resource Center Section- Personnel	
	TOTAL:	None	55 Minutes		



4. Reading and Circulation Services (Inside Reading, and Borrowing) (This process pertains to the inside reading and borrowing by faculty, staff, and students for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.)

porrowing for nome use p		13 07				
Office/Division:	Library and Lea	Library and Learning Resource Center Section				
Classification:	Simple					
Type of Transaction:	G2G-Governme	ent to Government ent to Citizen				
Who May Avail:	Employees, Stu	idents, and Outside Researcher				
CHECKLIST OF REG	UIREMENTS	WHERE TO SECURE				
Inside Reading for Fac Students	ulty, Staff, and					
Entrance Logbook		Library and Learning Resource Center Section-Reference Desk				
Library Card (1 Laminate	ed)	Provided by the Client				
Borrowing for Faculty	and Staff					
Borrower's card (1origina	al)	Library and Learning Resource Center Section-Online Reservation				
		Online Reservation: https://tinyurl.com/LIBRESERVEFORM				
Any government-issued identification card (1 original)		Provided by the Client				
Borrowing for Student						
Online Reservation for o clients	ut of campus	Library and Learning Resource Center Section-Online Reservation				
		Online Reservation: https://tinyurl.com/LIBRESERVEFORM				
Borrower's Card/ Borrow	ver's Logbook	Library and Learning Resource Center Section-Reference Desk				
Library Card (1 laminated)		Provided by the Client				
Outside Researcher-Ex	ternal Service					
Online Reservation for o clients	ut of campus	Library and Learning Resource Section-Online Reservation				
		Online Reservation: https://tinyurl.com/LIBRESERVEFORM				
Recommendation Letter from their School Librarian or Administrator (1 original)		Provided by the Client				



		I =		111.1
Any government-issu	ued identification	Provided by t	he Client	
card (1 original)				-
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON RESPONSIBLE
1 For faculty	ACTION 1. Check the	BE PAID None	TIME 2 Minutes	
1. For faculty, Staff and	completeness	INOTIE	2 Millutes	Library and Learning
Students:	/ correctness			Resource Center Section,
Input/scan	of the			Personnel
Library Card in	presented			, oreermen
the Entrance	document.			
Logger				
System, and				
sign in the				
logbook located at the				
reference				
desk; then				
present the				
requirement.				
1.1 For Outside	1.1 Conduct	None	4 Minutes	Library and Learning
Researcher/s:	interview, verify,			Resource Center Section,
Sign the visitor's	and accept the			Personnel
logbook located at the reference	necessary			
desk and present	requirements as specified by the			
the document	Librarian.			
required by the	Zioranan.			
Librarian.				
2. Locate the	2. Assist the client	None	6 Minutes	Library and Learning
reference resources	in locating the			Resource Center Section,
on the shelves.	reference resources in the			Personnel
	shelves, if			
	needed.			
	2.2. Subsequently,	None	3 Minutes	Library and Learning
	release the			Resource Center Section,
	resources to the client for the			Personnel
	intended purpose.			
	2.3. Keep and	None	3 Minutes	Library and Learning
	secure the			Resource Center Section,
	necessary			Personnel
	document handed over by the client			
	in the File			
	Cabinet.			
	TOTAL:	None	17 Minutes	



(This process pertains	orrowed Library Resorto the recalling and safekeepin students, offering a service aim	g of library res		e been borrowed by		
Office/Division:	Library and Learning Resource Center					
Classification:	Simple					
Type of Transaction:	G2G-Government to Governm G2C-Government to Citizen	ent				
Who May Avail:	Employees and Students					
CHECKLIST	DF REQUIREMENTS		WHERE TO SE	ECURE		
Faculty and Staff						
Borrower's Card (1 origin	nal)	Library and I Reference D	•	rce Center Section-		
Any government-issued identification card (1 original)		Provided by	the Client			
Borrowed Resources		Provided by	the Client			
Student						
Borrower's Card/Borrower's Logbook (1 original)		Library and Learning Resource Center Section - Reference Desk				
Library Card (1 laminated)		Library and Learning Resource Center Section - Reference Desk				
Borrowed Resources		Provided by the Client				
Official Receipt (For ove	r-due books)	Cashier Section				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE		
1. Input/scan Library Card in the Entrance Logger System and sign in the logbook located at the reference desk. 1. Provide assistance to the client during this process.		None	2 Minutes	Library and Learning Resource Center Section, Personnel		
2. Present the borrowed resources at the Reference Desk for verification and return.	2. Check the condition of the resources and verify any discrepancies in the "permissible time" recorded in the borrower's card or borrower's logbook. e. If the transaction is settled, return the documents handed over by the client (such as	None	5 Minutes	Library and Learning Resource Center Section, Personnel		

68		
	Name of Street	
	00	
	Name of the last	

					trial
	Government ID, I Card).	Library			
	f. Return the resour				
3. For overdue or damaged resources, comply with the corresponding sanction or fines.	3. Safely keep the item being sanctioned or the official receipt for the amount being paid.			2 Minutes	Library and Learning Resource Center Section, Personnel
a. For payments, obtain the payment slip from the Librarian, then pay the exact amount directly to the Cashier In-	3.1 Receive the payment from the client and issue an Official Receipt.		The length of the penalty or the fine imposed depends on how	3 Minutes	Head/Cashier Section
Charge	3.2 If the transaction is settled, return the documents handed over by the client, such as the Government ID and Library Card.		long the books are overdue.	1 Minute	Library and Learning Resource Center Section, Personnel
		TOTAL:	Depending on the number of minutes/ hours being sanctioned/ fined.	13 Minutes	



6. Application for the Utilization of Audio-Visual Room

(This process pertains to the effective management of audio-visual resources for faculty, staff, and

•	s is dedicated to monitoring rces during utilization.)	g the Audio-Vis	sual Room and ensu	ring the safekeeping		
Office/Division:	Office/Division:		Library and Learning Resource Center Section			
Classification:		Simple				
Type of Transaction:			ment to Government ment to Citizen			
Who May Avail:		Employees a	nd Students			
CHECKLIST OF REQU	IREMENTS	WHERE TO	SECURE			
Reservation Form (1 or	iginal)	Library and L Reference Do	earning Resource Co esk	enter Section-		
For Students: Library 0	Card (1 laminated)	Provided by t	he Client			
For Employees: Any go identification card (1 ori		Provided by t	he Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk.	Assist the client during the AVR reservation process.	None	2 Minutes	Library and Learning Resource Center Section, Personnel		
2. Receive the AVR Reservation Form, and fill out the required information.	2. Issue the AVR Reservation Form to the client, and check for the correctness of the entries. Provide assistance for queries.	None	3 Minutes	Library and Learning Resource Center Section, Personnel		
3. Submit the requirements.	3. Check and safely keep the presented requirements, then hand over the key and/or resources for the intended purpose.	None	2 Minutes	Library and Learning Resource Center Section, Personnel		
	TOTAL	None	7 Minutes			



STUDENT AFFAIRS AND SERVICES SECTION

External Services



1. Issuance of Student Travel Permit for Curricular Off-Campus Activities
This process pertains to the issuance of Student Travel Permit to students who are attending curricular off-campus activities conducted by the College to supplement and facilitate a more meaningful learning process in addition to the regular classroom instructional programs that are in accordance with specific degree program activities.

Office/Division:	Student Affairs and Services Division/Section						
Classification:	Highly Technical						
Type of Transaction:	G2C - Government to Citizen						
Who may avail:	All Students throu	All Students through their Personnel-In-Charge					
CHECKLIST OF REQUIR	EMENTS	WHERE TO SECURE					
Representative (Personn							
Approved Course Syllabus	s/Manual (1	Faculty handling the subject / Academic Department / Dean					
photocopy) Annex A and B (2 original)		Student Affairs and Services Division/Section					
Letter of Intent		Provided by the Client					
SAS Request Form (1 orig	inal)	Student Affairs and Services Division/Section					
Approved Travel Order of	•	Provided by the Client					
Charge		Trovided by the chart					
Personnel-in-Charge's pro	of of attendance	Provided by the Client					
to first-aid/medical emerge		,					
Pictures of First Aid Kit		Provided by the Client					
Breakdown of Fees (if app		Provided by the Client					
Student's Health Insurance		Health Services Unit					
Notarized Affidavit of Cons	sent of Parents (2	Student Affairs and Services Division					
original)	(- / / 1)	Describbed how the Olivert					
Updated Medical Certificat		Provided by the Client					
Student Travel Permit (1 o	inginai)	Student Affairs and Services Division/Section					
Students' mobility For college vehicle:		College's Driver / Sub-contracting travel agency					
- Updated/valid docu	ımente nertaining						
to registration, insu							
assurance of road							
driver's license.							
For third-party or sub-cor	ntracting						
 Updated/valid docu 							
to registration, insu	•						
assurance of road							
driver's license, fra							
LTFRB or Travel at	•						
duly accredited by Tourism.	the Department of						
Documentations of the follo	owing activities	Provided by the Client					
conducted:	owning activities	Trovided by the chark					
- Orientation/consult	ation to concerned						
participants							
- Announcement to p	•						
parents regarding	the off-campus						
activity	,						
- Dissemination of in							
materials/learning j	ournais for						
students - Emergency prepare	edness plan to be						
given to students a							
given to etadente e	and diamonolidors						



			1	1011
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out the SAS Request Form and submit all the	1.1 Receive the documents submitted	None	3 Days	SASD Staff
required documents to the Student Affairs and Services Division/Secti on.	1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents			SASD Director
	1.3 Endorse the Student Travel Permit, and Annex A and B for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.			SASD Director, VPAA/Branch Director, and College President
Wait for the approval from CHED	2.1 Submit documents to CHED 2.2 Make follow-up		15 Days	SASD Director/Section Head, and CHED personnel
	as to status of documents			
3. Receive 1 original of controlled Student Travel Permit, notarized and controlled	3.1 Issue and record the Student Travel Permit No.	None	5 Minutes	SASD Staff
Affidavit of Consent of Parents, notarized and approved Annex A and B, and Certificate of Compliance from CHED, and log into the Student Travel Permit Logbook	3.2 Provide the client a routing slip as to the approval of the travel attached with original copies of the controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Annex			SASD Staff



Certi	d B, and ficate of pliance from D			
	TOTAL	None	18 Days, 5 Minutes	

2. Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities

This process pertains to the issuance of Student Travel Permit to students who are attending non-curricular off-campus activities conducted and intended by the College to broaden the students' learning opportunities and allow them the feeling of the real world, and therefore serve as powerful motivator to strengthen the academy-industry linkage.

Office/Division:	Student Affairs and Services Division/Section						
Classification:	Complex						
Type of Transaction:	G2C - Governmer	G2C - Government to Citizen					
Who may avail:	All Students throu	gh their Personnel-In-Charge					
CHECKLIST OF REQUIR	EMENTS	WHERE TO SECURE					
Representative (Personn	nel In-Charge)						
Letter of Intent		Provided by the Client					
SAS Request Form (1 orig	jinal)	Student Affairs and Services Division/Section					
Approved Travel Order of Charge	the Personnel-In-	Provided by the Client					
Personnel-in-Charge's proto first-aid/medical emerge		Provided by the Client					
Pictures of First Aid Kit		Provided by the Client					
Breakdown of Fees (if app		Provided by the Client					
Student's Health Insurance	e Certification	Health Services Unit					
Notarized Affidavit of Consoriginal)	•	Student Affairs and Services Division					
Updated Medical Certificate (1 original)		Provided by the Client					
Student Travel Permit (1 o	original)	Student Affairs and Services Division					
Students' mobility		College's Driver / Sub-contracting travel agency					
For college vehicle:							
 Updated/valid docu 							
to registration, insu							
assurance of road	worthiness and						
driver's license.							
For third-party or sub-cor							
- Updated/valid docu							
to registration, insu							
assurance of road							
driver's license, fra							
LTFRB or Travel and Tours Operator duly accredited by the Department of							
Tourism.	me Department Of						
Documentations of the following	owing activities	Provided by the Client					
conducted:	g						
- Orientation/consult	ation to concerned						
participants							
- Announcement to p	participants and						
parents regarding t							
activity	•						



- Dissemination of info materials/learning journals for students
- Emergency preparedness plan to be given to students and stakeholders

g				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out the SAS Request Form and submit all the	1.1 Receive the documents submitted	None	2 Days and 4 Hours	SASD Staff
required documents to the Student Affairs and Services Division/Section.	1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of			SASD Director SASD Director, VPAA/Branch Director, and College President
	Parents 1.3 Endorse the Student Travel Permit for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.			
2. Receive 1 original of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents, and log into the Student Travel Permit Logbook	2.1 Issue and record the Student Travel Permit No. 2.2 Provide the client a routing slip as to the approval of the travel attached with original copies of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of	None	5 Minutes	SASD Staff SASD Staff



TOTAL	None	2 Days, 4 Hours,	
		and 5 Minutes	

3. Issuance of Certification

This process pertains to the issuance of certification to those requesting officers/members of any of the current and previously recognized and/or institutional student organization of the College.

Office/Division:	Student Affairs ar	Student Affairs and Services Division/Section				
Classification:	Simple	Simple				
Type of Transaction:	G2C – Governme	G2C – Government to Citizen				
Who may avail:	Student Organiza	Student Organization Officers/Members				
CHECKLIST OF REQU	REMENTS		WHERE TO	SECURE		
Principal						
SAS Request Form (1 o	riginal)	Student Affairs	and Services Division	n/Section		
Certification Attachment	Form (1 original)	Student Affairs	and Services Division	n/Section		
Representative						
Authorization Letter (1 o	riginal)	Provided by th	e Client			
Government-issued ider the person being repres photocopy back-to-back (3) signature specimen)	ented (1original, 1	Provided by the Client				
Government-issued ider the representative (1 ori back-to-back with affixed specimen)	ginal, 1 photocopy	To be provided by the representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Fill-out the SAS Request Form and the Certification Attachment Form and submit the forms to the Student Affairs and Services Division/Section. 2. Receive the	1. Receive the documents from the client. 1.1 Check the appropriatenes s, completeness and legality of the claim 1.2 Start processing the request. 2. Issue the					
certification and log into the Certification Logbook.	certification to the client	None 3 Minutes SASS Head				
	TOTAL	None	1 Day, 3 Minutes			



4. Issuance of Excuse Slip for Class Absences

This process pertains to the issuance of excuse slip to any student who has been absent from class due to valid reasons but is not limited to the official representation of the school, death/emergency of an immediate member of the family, sickness or any health-related reasons, calamities, and other absences due to safety concerns, religious holiday/ceremony, and court appeals.

Office/Division:	Student Affairs a	nd Services Divis	sion/Section			
Classification:	Simple	Simple				
Type of Transaction:	G2C – Governme	G2C – Government to Citizen				
Who may avail:	All students					
CHECKLIST OF REQU	JIREMENTS		WHERE TO	SECURE		
SAS Request Form		Student Affairs	and Services Division	on/Section		
Excuse Letter		Provided by the	e Client			
Any proof that corresponding absence	onds to the reason of	Provided by the	e Client			
Request for Issuance o more than two consecu						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Fill-out SAS Request Form and submit the required documents to the Student Affairs and Services Division/Section.	1.1 Receive the documents from the client1.2 Verify the document/s presented by the students.	None	10 Minutes	SASS Head		
2. Receive the Excuse Slip and log into the Excuse Slip Logbook.	Issue the client with Excuse Slip.	None 3 Minutes SASS Head				
	TOTAL	None	13 Minutes			



5. Issuance of Uniform Pass Slip

This process pertains to the issuance of uniform pass slip to students who have incomplete or are not wearing the school uniform on regular school days for valid reasons. These reasons may include, but are not restricted to: being a First Year/New, returning or transferring students, health issues, unavoidable accidents, physical changes, and calamities. It's important to note that a uniform pass slip won't be necessary on designated "Wash Days" and on special occasions as identified by the College.

Office/Division:	Student Affairs ar	Student Affairs and Services Division/Section				
Classification:	Simple	Simple				
Type of Transaction:	G2C – Governme	ent to Citizen				
Who may avail:	All students					
CHECKLIST OF REQU	JIREMENTS		WHERE TO	SECURE		
SAS Request Form		Student Affairs	and Services Divisio	n/Section		
Justification Letter (1 or	<u> </u>	Provided by the				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PROCESSING PERSON RESPONS PAID TIME				
Log the client's name in the Logbook provided at the Guardhouse.	Provide the client with the Logbook for the Uniform Pass Slip	None	1 Minute	Security Personnel		
2. Fill-out SAS Request Form and submit Justification Letter to the Student Affairs and Services Division/Section	2. Receive the Justification Letter from the client 2.1 Check and verify the justification presented 2.3 Start processing the request	None	5 Minutes	SASS Head		
1. Receive the Uniform Pass Slip from the Student Affairs and Services Division/Section and log into the Uniform Pass Slip Logbook	3. Issue the Uniform Pass Slip indicating its validity	None	3 Minutes	SASS Head		
	TOTAL	None	9 Minutes			



NEW BATAN BRANCH



ADMISSION AND STUDENT RECORDS UNIT

External Services



1. Enrollment Procedure for Freshmen and Transferees

(This process pertains to the procedures that cover all activities undertaken for the registration of qualified first-year and transferee students to their chosen program.)

Office/Division:	Admission and Student Records Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Incoming Freshmen Students and Transferees			
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE		
For First Year:				
Admission Examination R	esult (1 original)	Appraisal and Testing Unit		
Enrollment Process Slip (1 original)	Admission and Student Records Unit		
Senior High School Form Certificate of Rating (1 ori		Previous School		
Certificate of Good Moral original)	Character (1	Previous School		
PSA Copy of Birth Certification photocopy) Note: If the PSA copy is illest issued Birth Certificate must verification. (1 colored photocolor purposes. PSA Copy of Marriage Cemarried women – 1 colored married women – 1 colored photocolor purposes. Note: If the PSA copy is illest issued Marriage Certificate is verification. (1 colored photocolor purposes.) Ensure to bring the Original verification purposes. 2x2 recent ID picture with and name tag (2 pcs.) Long Brown Envelope (1p Medical Certificate (1 original verification Certificate (1 original C	egible, a locally t be provided for ocopy) Copy solely for ertificate (for ed photocopy) egible, a locally must be provided for ocopy) Copy solely for white background c.)	Provided by the Client		
For Transferees:				
Transfer of Credentials or Dismissal (1 original)	Honorable	Previous School/ University		
Transcript of Records (TC Copy or Certificate of Gra	•	Previous School/ University		
Certificate of Good Moral original)	Character (1	Previous School/ University		
Validation Form for Credit	ed Courses (3	Admission and Student Records Unit or download at		

original)	https://tinyurl.com/ASRSFORMS
Enrollment Process Slip (1 original)	Admission and Student Records Unit
PSA Copy of Birth Certificate (1 colored photocopy)	
Note: If the PSA copy is illegible, a locally issued Birth Certificate must be provided for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes.	
PSA Copy of Marriage Certificate (for married women – 1 colored photocopy)	Drawided by the Client
Note: If the PSA copy is illegible, a locally issued Marriage Certificate must be provided for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes.	Provided by the Client
2x2 recent ID picture with white background	

Medical Certificate (1 original)

Long Brown Envelope (1 pc.)

and name tag (2 pcs.)

gg.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the required documents. Secure Enrollment Process Slip.	Receive and check the submitted documents. Issue and sign the Enrollment Process Slip.	None	30 Minutes	Admission and Student Records Unit Personnel Health Services Unit Personnel
2. Present Enrollment Process Slip and fill out the Enrollment Profile Form in the Registry System.	2. Check the completeness and accuracy of the data provided by the client. 2.1 Sign the Enrollment Process Slip.	None	4 Hours	Faculty In-charge Department
3. For first year: Present Enrollment Process Slip and secure Advising Slip.	3. Assess courses and issue Advising Slip to the student.	None	30 Minutes	Faculty In-charge
For transferees: Present Enrollment Process Slip and Transcript of Records from previous school.	3.1 For transferees, evaluate Transcript of Records for course validation and issue Validation Form. 3.2 Sign the		1 Hour	Dean and Associate Dean Department

South Street,
The state of the s

				And
Fill-out the Validation Form and secure signature of the Dean and Associate Dean.	Enrollment Process Slip.			
4. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	4. Encode the courses based on the Advising Slip and print the Certificate of Registration.	None	30 Minutes	Admission and Student Records Unit Personnel Faculty In-charge
	4.1 Sign the Enrollment Process Slip.			Department
5. Submit the Certificate of Registration to the Cashier for breakdown of payables, and Present Enrollment Process Slip.	5. Assess the accounts, print payables breakdown, and return the Certificate of Registration (COR) to the student. 5.1 Sign the Enrollment Process Slip.	None	15 Minutes	Cashier Unit Head
5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID.	5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip.	None	30 Minutes	Admission and Student Records Unit Personnel
6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip.	None	15 Minutes	Student Accounts and Scholarship Unit Personnel

				Artist
7. Present Enrollment Process Slip and the validated Certificate of Registration (COR).	7. Receive and sign the Enrollment Process Slip.	None	30 Minutes	Student Affairs and Services Section Personnel
7.1 Fill-out the Student's ID Form and submit to the In-charge	7.1 Facilitate ID pictorial.			
тот	AL FOR FIRST YEAR:	None	7 Hours	
TOTAL	FOR TRANSFEREES:		8 Hours	

^{*} The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

2. Enrollment Procedure for Returnees and Incoming 2nd **Year to 4**th **Year Students** This process pertains to the procedures that cover all activities undertaken for the registration of returnees, and incoming 2nd year to 4th year students to their chosen program.

Office/Division:	Admission and Stud	Admission and Student Records Unit			
Classification:	Simple	Simple			
Type of Transaction	: G2C-Government to	G2C-Government to Citizen			
Who May Avail:	Returnees and Incom	Returnees and Incoming 2 nd year to 4 th Year DDOSC Students			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
Clearance of the Prev	rious Semester	Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS			
Evaluation of Grades		Admission ar	nd Student Records	Unit/ Department	
Enrollment Process S	lip	Admission ar	nd Student Records	Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit all the required documents. Secure Enrollment Process Slip.	Receive and check the submitted documents. Issue and sign the Enrollment Process Slip.	None	30 Minutes	Staff In-charge Admission and Student Records Unit	
2. Present Enrollment Process Slip and secure Advising Slip.	2. Assess courses based on the Evaluation of Grades and issue Advising Slip to the student.	None	2 Hours 2 Hours	Faculty In-charge Dean and Associate Dean	
For returnees: Present Enrollment	2.1 For returnees, check the			Department	



6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	Slip. 6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip. R 2 nd Year to 4 th YEAR STUDENTS:	None None	15 Minutes 6 Hours	Student Accounts and Scholarship Unit Personnel
6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip.	None		Scholarship Unit
Ę	Slip.			
	ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process	None	1 Hour	
of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID.	5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY			Staff In-charge Admission and Student Records Unit
Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	4. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 4.1 Sign the Enrollment Process Slip.	None	15 Minutes	Cashier Unit Head
Enrollment Process Slip, advising slip and confirm the encoded courses.	3. Encode the courses based on the Advising Slip and print the Certificate of Registration. Sign the Enrollment Process Slip.	None	2 Hours	Staff In-charge Admission and Unit Records Section Faculty In-charge Department
update the Enrollment Profile Form in the Registry System.	completeness and accuracy of the data provided by the client. Sign the Enrollment Process Slip.			

^{*} The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.



3. Enrollment Procedure for Shifters

This process pertains to the procedures that cover all activities undertaken for the change of program of a student within the College.

Office/Division:	Admission and Stud	Admission and Student Records Unit				
Classification:	Simple	Simple				
Type of Transaction	: G2C-Government t	G2C-Government to Citizen				
Who May Avail:	Existing DDOSC Stud	dents				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE		
For Shifters:						
Accomplished Shifting	g Form (1 original)		nd Student Records	Unit or download at		
Evaluation of Grades	(1 original)		d Student Records			
Shiftee Referral Slip (1 original)	Department				
Shiftee Recommenda	tion Slip (1 original)	Guidance and	d Counseling Unit			
Clearance of the Prevoriginal)	,	https://tinyurl.	com/ASRSFORMS			
Enrollment Process S	lip (1 original)	Admission an	d Student Records	Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit all the required enrollment documents. Secure Enrollment Process Slip.	2. Receive and check the submitted documents.1 Issue and sign the Enrollment Process Slip.	None	30 Minutes	Staff In-charge Admission and Student Records Unit		
2. Inquire to the accepting Department if there is an available slot for the chosen program. Present Enrollment Process Slip.	2. Attend to the inquiry and check availability of slot. 2.1 Sign the Enrollment Process Slip.	None	30 Minutes	Faculty In-charge Department		
3. If slot is available, secure Shifting Form. Present Enrollment Process Slip.	3. Issue Shifting Form.3.1 Sign the Enrollment Process Slip.	None	5 Minutes	Staff In-charge Admission and Student Records Unit		
4. Proceed to the Dean of the current program. Secure Evaluation of Grades and Shiftee Referral Slip. Present Shifting	4. Issue Evaluation of Grades and Shiftee Referral Slip.4.1 Check and sign the Shifting Form for recommendation.	None	1 Hour	Faculty In-charge Dean and Associate Dean Department		

Form and Enrollment Process Slip.	4.2 Sign the Enrollment Process Slip.			(Current Program)
5. Present Shiftee Referral Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Guidance and Testing Unit.	5. Counseling will be done with the student. 5.1 Issue Shiftee Recommendation Slip. 5.2 Sign the Enrollment Process Slip.	None	2 Hours	Staff In-charge Guidance and Testing Unit
6. Present Shiftee Referral Slip, Shiftee Recommendation Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Dean the accepting Department.	6. Receive and check the documents submitted. 6.1 Sign the Shifting Form for approval. 6.2 Assess courses based on the Evaluation of Grades and issue Advising Slip to the student. 6.3 Sign the Enrollment Process Slip.	None	1 Hour	Faculty In-charge Dean and Associate Dean Department (Accepting Program)
7. Submit Enrollment Process Slip, advising slip Shiftee Referral Slip, Shiftee Recommendation Slip and Shifting Form and confirm the encoded courses.	7. Encode the courses based on the Advising Slip and print the Certificate of Registration. 7.1 Sign the Enrollment Process Slip.	None	2 Hours	Staff In-charge Admission and Student Records Unit Faculty In-charge Department (Accepting Program)
8. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	8. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 8.1 Sign the Enrollment Process Slip.	None	15 Minutes	Cashier Unit Head
9. Submit Certificate of Registration, Advising Slip, Shiftee Referral Slip, Shiftee Recommendation	9. Receive documents and check Advising Slip versus Certificate of Registration. 9.1 Stamp Certificate of Registration (COR)	None	1 Hour	Staff In-charge Admission and Student Records Unit



				The state of the s
Slip, Enrollment Process Slip and Shifting Form to the Registrar. Secure validation sticker for ID.	with "OFFICIALLY ENROLLED". 9.2 Issue sticker for ID validation and released validated Certificate of Registration. 9.3. Sign the			
Sticker for ID.	•			
	Enrollment Process			
	Slip.			
. Submit the	10. Receive the			Staff In-charge
validated Certificate	validated Certificate of			Stan III-charge
of Registration (COR) to the	Registration (COR). 10.1. Sign the	None	15 Minutes	Scholarship Unit
,	Enrollment Process			γ .
Scholarship Unit.				
Present Enrollment	Slip.			
Process Slip.			0.11	
	TOTAL:	None	8 Hours & 35	
			Minutes	

^{*} The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

4 Procedure for Enrollment Withdrawal with Leave of Absence (LOA)
This process pertains to the procedures that cover all activities undertaken for the withdrawal of enrollment or registration of a student from the program within the prescribed timeline.

Office/Division:	Admission and Stud	Admission and Student Records Unit				
Classification:	Simple	Simple				
Type of Transaction	G2C-Government to	G2C-Government to Citizen				
Who May Avail:	All DDOSC Students	All DDOSC Students				
CHECKLIST OF	CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
Accomplished Droppi		nd Student Records com/ASRSFORMS	Unit or download at			
Accomplished Leave original)	of Absence Form (1	Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS				
Consent Letter from the Parents or Guardian (1 original) Medical certificate, if the reason for Leave of Absence is health related (1 original)		Provided by the Client				
CLIENT STEPS	AGENCY ACTION	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE				
1. Secure the forms.	1. Provide the forms.	None	5 Minutes	Staff In-charge Admission and Student Records Unit		
2. Proceed to the Guidance and Testing Unit and	2. Check the submitted forms and documents. Provide	None		Staff In-charge, Guidance and Counseling Unit		

\$ 100 m	TO STATE OF THE PARTY OF THE PA
	9
	nd

				10.1
present the forms and other related documents.	Exit Questionnaire. 2.1 A counseling will be done with the student. 2.2 Counter-sign the Forms.		2 Hours	Guidance Counselor
3. Proceed to the Department. Submit the accomplished Forms, Medical Certificate, and Consent Letter from the Parents or Guardian to the Associate Dean and Dean for approval.	Receive, verify, and sign the submitted forms. 1 Return the signed forms and inform the student to proceed to the Admission and Student Records Section.	None	2 Hours	Associate Dean and Dean Department
4. Proceed to the Admission and Student Records Section. Submit the approved forms and other related documents.	4. Check and evaluate the submitted forms and other documents. 4.1 Sign the Forms.	None	30 Minutes	Staff In-charge and the Registrar Admission and Student Records Unit
5. Receive the duly signed forms.	 5. Process the withdrawal of enrollment or registration. 5.1 Document the withdrawal and Leave of Absence of the student. 5.2 Issue the duly signed forms to the student. 	None	15 Minutes	Staff In-charge Admission and Student Records Unit
	TOTAL:	None	4 Hours & 55	
			Minutes	

^{*} The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.



5. Issuance of Academic Credentials

(This process pertains to the issuance of scholastic records to students/ alumni for any legal purposes, provided that he/she has no pending obligation from the College and has complied with the academic and non-academic requirements.)

Office/Division:	Admission	Admission and Student Records Unit				
Classification:	Simple	Simple				
Type of Transaction	n: G2C-Gove	G2C-Government to Citizen				
Who May Avail:	Student/Alu	Student/Alumni/Duly Authorized Representative				
CHECKLIST OF	REQUIREMENT	ГЅ	WHERE TO S	ECURE		
Records Request S	ip (1 original)	Admission ar	nd Student Records	Unit		
Records Claim Slip	(1 original)	Admission ar	nd Student Records	Unit		
Official Receipt (1 o	riginal)	Cashier Unit				
Duly Signed Studen	t Clearance Form		nd Student Records Com/ASRSFORMS	Unit or download at		
Transcript of Record Photocopy) Diploma (1 Colored Documentary Stamp Mailing Stamp (dependent)	Photocopy) os (30.00/copy)	Provided by t	Provided by the Client			
Additional Requirement for Duly Authorized Representative						
Authorization Letter		Provided by t	Provided by the authorized representative			
Any Valid ID (1 origi photocopy with 3 signal photocop		n,1				
CLIENT STEPS	AGENCY ACTION	PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit requirements. 1.1 Fill-out and submit Records Request Slip and Claim Slip.	 Receive and or requirements. Provide Record Request Slip and Claim Slip. 	ords	5 Minutes	Staff In-charge Admission and Student Records Unit		
2. Present Records Request Slip and pay the corresponding fees.	2. Process the payment and iss the Official Rece					
3. Present the Official Receipt to the Admission and Student Records Section and secure the	3. Receive and of the Official Rece 3.1. Issue the Student Records Claim Slip indica	Pipt. None	5 Minutes	Staff In-charge Admission and Student Records Unit		



Records Claim Slip.	the date of release. 2. Process the requested document/s.		3 Days	
Present the	4. Receive the			
Records Claim	Records Claim Slip.	None		
Slip, log-in to			20 Minutes	Staff In-charge
monitoring logbook and receive the credential.	4.1. Provide the monitoring logbook.		20 1/11/10/00	Admission and Student Records Unit
	4.2. Issue the requested credential.			
	TOTAL:	See table below	3 Working Days & 45 Minutes	

Academic Credential	Amount
Transcript of Records (TOR)	₱70.00/page
(for Graduates, first copy of Transcript of	
Records for Employment is free of charge.)	
Diploma	₱180.00 (for 2 nd Issuance)
Certification, Authentication and Verification	₱20.00
(CAV)	
General Weighted Average (GWA)	₱20.00
Honorable Dismissal	₱20.00
Authentication of Credentials	₱20.00/copy
Any Certification from the Registrar	₱20.00
Certificate of Enrollment	Free of Charge
Certificate of Grades	Free of Charge
Certificate of Registration	Free of Charge



APPRAISAL AND TESTING UNIT

EXTERNAL SERVICES



1. College Admission Screening Process (This process pertains to the application for admission of incoming first-year, and transfer students to the institution.) Office/Division: Appraisal and Testing Unit Classification: Highly Technical Type of Transaction: G2C-Government to Citizen Who May Avail: Incoming first-year, transferee students, and high school graduates (old CHECKLIST OF REQUIREMENTS WHERE TO SECURE **Senior High School Applicants: DDOSC Admission Test Application Form** To be provided by the Appraisal and Testing Unit Two (2) pcs of 2x2 picture To be provided by the applicant Certification as proof that the applicant is a To be provided by the applicant graduating student (for applicants that are currently enrolled as senior high school students only) Transferee Applicants: **DDOSC Admission Test Application Form** To be provided by the Appraisal and Testing Unit To be provided by the applicant Two (2) pcs of 2x2 picture Transcript of records (TOR) To be provided by the applicant High school graduates (old curriculum): **DDOSC Admission Test Application Form** To be provided by the Appraisal and Testing Unit To be provided by the applicant Two (2) pcs of 2x2 picture Form 138/Diploma To be provided by the applicant **CLIENT STEPS AGENCYACTION FEES PROCESSIN PERSON RESPONSIBLE** TO BE **G TIME PAID** 1. Apply for 1. Post the admission None 5 Minutes Appraisal and admission application period at: Testing Unit Head/ through onsite https://www.facebook.com/ Guidance and application profile.php?id=100063638 Counseling Unit 413603 during the Head/ ATU Staff 1.1 Verify the documents of application applicants for period as completeness and posted on the authenticity. Facebook page. 1.2 Issue an acknowledgment slip to the student applicant. 2. Wait for the 2. Prepare the schedule for None One (1) Appraisal and schedule of the the admission test. calendar week Testing Unit Head/ 2.1 Publish the scheduled Guidance and admission test. after the closing of the CounselingUnit examination to inform Head/ ATU Staff application the applicants at: period https://www.facebook.com/ profile.php?id=100063638

413603

No. of the last of	
	To the second
A MAIL	<u>//</u>

3. Take the admission test as scheduled.	3. Provide the students with the test questionnaire and answer sheet.	None	1 hour	Appraisal and Testing Unit Head/ Psychometrician
4. Verify test results through the DDOSC Guidance and Testing Facebook page.	4. Make an announcement on the Facebook page regarding the release of test results at: https://www.facebook.co m/profile.php?id=100063 638413603	None	Three (3) calendar weeks after they took the exam	Appraisal and Testing Unit Head/ Guidance and CounselingUnit Head/ ATU Staff
	TOTAL:	None	28 days, 1 Hour and 5 minutes	



CASHIER UNIT

External Services



1. Collection of School Fees

(This process pertains to school fees of students not covered by the Free Higher Education such as old accounts, requested special class, and accounts of students who are disqualified due to residency.

Office/Division:	Cashier Unit	Cashier Unit			
Classification:	Simple	Simple			
Type of Transaction:	G2C - Governmen	ment to Citizen			
Who may avail:	Students	Students			
CHECKLIST OF REQ	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
For currently enrolled students: College Identification Card or Certificate of Registration. For not officially enrolled students of the current semester: Any valid identification card		Provided by the Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Inquire outstanding balance.	Verify outstanding balance.	None	5 minutes	Cashier Unit – Head	
Pay the required fees.	Issue official receipt.	Total Outstanding Balance	5 Minutes	Cashier Unit – Head	
	TOTAL	Total Outstanding Balance	10 Minutes		



2. Collection of Other Fees

(This process pertains to collection of fees, charges, and other assessment from students, government agencies, and other stakeholders.)

Office/Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction	: G2C - Governmer G2B - Governmer			
Who may avail:	Students, Supplie	rs, and Stakeholder	S	
CHECKLIST OF REC	QUIREMENTS		WHERE TO SECU	IRE
Payment Order Slip			Provided by the Cli	ient
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Payment Order Slip.	 Check and Verify Payment Order Slip 	None	5 minutes	Cashier Unit – Head
2. Pay the required fees.	2. Issue official receipt	Amount Reflected in Payment Order Slip	5 Minutes	Cashier Unit – Head
	TOTAL	Amount Reflected in Payment Order Slip	10 Minutes	



3. Issuance of Statement of Accounts.

(This process pertains to the issuance of Statement of Accounts containing the total payables of the students for the current and previous semesters.)

Office/Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMEN	WHERE TO SECURE			
For currently enrolled students: College Identification Card or Certificate of Registration. For not officially enrolled students of the current semester: Any valid identification card CLIENT STEPS AGENCY ACTION		Provided by the Client FEES TO PROCESSING PERSON BE PAID TIME RESPONSIB		
		DE I AID	111012	LE
Submit the requirements and Fill-in the request logbook.	 Prepare the statement of account. Check and verify the document before the approval 	None	20 minutes	Cashier Unit – Head
Receive and sign on the logbook for outgoing documents.	2. Release the approved Statement of Account.	None	2 Minutes	Cashier Unit – Head
	TOTAL	None	22 Minutes	



GUIDANCE AND COUNSELING UNIT

External Services



1. WALK-IN INDIVIDUAL/GROUP COUNSELING

(This process pertains to providing counseling sessions to walk-in clients whether individuals or groups, constituting a fundamental element of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor utilizes diverse methods, strategies, or techniques aimed at bolstering the counselee's interpersonal and intrapersonal growth, aiding in career exploration, and nurturing their personal capacities to address challenges effectively.)

Office/Division:	Guidance and Counseling Unit		
Classification:	Simple		
Type of Transaction:	G2C-Government to Clients		
Who May Avail:	All DDOSC Students		
CHECKLIST OF REQU	IREMENTS	WHERE TO SECURE	
Request Slip		Guidance and Counseling Unit	

Counseling informed consent

Guidance and Counseling Unit

Government –issued identification card
(1original, 1 photocopy back- to- back
with affixed three (3) signature

Guidance and Counseling Unit

Provided by the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Fill out the Counseling Logbook	Instruct client to fill out the counseling logbook.	None	2 Minutes	Guidance and Counseling Staff
2. Fill out the Request Slip and forward the client to the Guidance Counselor	2.1. Instruct the client to fill out request slip.2.2. Endorse the client to the Guidance Counselor.	None	2 Minutes	Guidance and Counseling Staff
3. Fill out the Counseling Form	3.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
4.Sign the Counseling Informed Consent	4.1. Instruct the client to affix his/her signature and explain	None	45 minutes	Guidance Counselor

specimen)

	No.	The same of
Name of	6	1
	55	

				10.1
	to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.			
5. Counseling Session	5. 1. Commence the counseling session.			
	TOTAL	None	51 Minutes	



2. INDIVIDUAL/GROUP COUNSELING THROUGH REFERRAL

Guidance and Counseling Unit

Office/Division:

(This process pertains to providing counseling sessions to individuals or groups through referral as a fundamental part of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor employs methods, approaches, or techniques to enhance the counselee's interpersonal and intrapersonal development, career path, and personal abilities to find a solution to their problems.)

Classification	Cimple					
Classification:	Simple					
Type of Transaction:	G2C- Government to	Clients				
Who May Avail:	All DDOSC Students	3				
CHECKLIST OF REQU	QUIREMENTS WHERE TO SECURE					
Student's Referral Slip		Guidance and Counseling Unit				
Student Call Slip		Guidance and Counseling Unit				
Counseling informed consent		Guidance and Counseling Unit				
Counseling Form		Guidance and Counseling Unit				
Government –issued identification card (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Receive and Complete the Referral Slip	1.1. Prepare the Counselor's Referral Form. 1.2. Confirm with the client the intent to be referred to the Guidance Counselor.	None	5 Minutes	Faculty/ Prefect of Discipline
	1.3. Fill out the referral form and submit it to the guidance and counseling office.			
2. Receive the Referral Slip	2.1. Issuance of an acknowledgment slip to the referent.	None	2 Minutes	Guidance Staff
3. Identify the Client for Counseling	3.1. Issuance of Student Call Slip	None	2 Minutes	Guidance Counselor

STOTE OF THE PARTY OF	
	STORY OF
The state of	

			1	10.1
4. Fill out the Counseling Logbook and forward the client to the Guidance Counselor	4.1. Instruct the client to fill out the counseling logbook.4.2. Endorse the client to the guidance counselor.	None	2 Minutes	Guidance Staff
5.Fill out the Counseling Form	5.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
6. Sign the Counseling Informed Consent.	6.1. Instruct the client to affix his/her signature and explain to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.	None	45 minutes	Guidance Counselor
7. Counseling Session	7.1. Commence the counseling session.			
8. Issue referral Feedback Form	8.1 Furnish referral feedback form to the referent.	None	2 Minutes	Guidance Counselor
	TOTAL	None	1 Hour	



HUMAN RESOURCE MANAGEMENT UNIT

Internal Services



PERSON

1. Issuance of List and Employee's Profile
(This process pertains to the issuance of List and/or DDOSC Employees' Profile to clients who have granted authorization to use said data.)

Office/Division: Human Resource Management Unit		
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who May Avail:	All clients availing DDOSC services	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter Approved by the College President indicating the purpose of the data requested.	To be provided by the applicant.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE
1. Submit the Request Letter approve	Receive the letter request from the client and check as to completeness of the requirements.	None	3 Minutes	Human Resource Management Unit Personnel
d by the College Presiden t to the	1.1 Prepare the requested List and Employee's Profile.	None	2 Days	Human Resource Management Unit Personnel
HRMU	1.2 Verify the document requested	None	1 Days	Human Resource Management Unit Head
	1.3 Forward to the Office of the College President for Approval.	None	1 Days	Human Resource Management Unit Personnel
	1.4 Receive document from the Office of the College President or Human Management Resource Unit	None	1 Minute	Head/ Human Resource Management Unit
	1.5 Inform the Client/s on the update of the requested document as soon as it is received from the Office of the College President.	None	1 Minute	Head/ Human Resource Management Unit



2. Receive the	2.	Release the List and	None	1 Minute	Head/ Human
document		Employee's Profile			Resource
and sign the					Management Unit
Log book for					
outgoing					
documents.					
		TOTAL:	None	6 Days, 6 Minutes	

2. Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel)

Human Resource Management Unit

(The process pertains to the issuance of pay slip to DDOSC Employees to give them information about their gross and net salaries for a specific period.)

Classification:	Simple	Simple				
Type of Transaction	: G2G - Governm	nent to Government				
Who May Avail:	DDOSC Employe	rees				
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE				
Request Form via goggle form		http	Human Resource Management Unit https://tinyurl.com/DDSOSCHRRequestForm			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
File online request through Google form	Check, & verify submitted request	None	10 minutes	HRMU Personnel		
	1.1 Prepare the requested Pay Slip					
	1.2 Endorse to the Branch Director for approval.		5 Minutes	HRMU Personnel Branch Director		
2. Receive the Pay Slip, and sign in the Logbook for Pay Slip	2. Release the document	None	3 Minutes	HRMU Personnel		
	TOTAL		18 Minutes			

Office/Division:



3. Request for Travel Order (within the region and not exceeding 3-Days)

Office/Division:	Human Resource Mar	Human Resource Management Unit				
Classification:	Simple					
Type of Transaction	nsaction: G2G - Government to Government					
Who May Avail:	All Branch personnel					
CHECKLIST C	F REQUIREMENTS	WHERE TO SECURE				
Travel Order Applica	tion Form (3 original)	Human Resource	Management Unit			
		,	r Form is also downlo /DDOSCHRForms)	oadable at		
If applicable, docume necessity of Travel (I Order, Memoranda, e	nvitation Letter, Office	Provided by the c	lient			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E		
1.1 Fill out the Travel Order form and secure immediate supervisor's recommending approval 1.2 Submit to the Human Resource Management Unit	1.1Receive the Travel Order Form and check as to completeness of the filled document. 1.2 Affix Travel Order Number and countersign 1.3 Forward travel order to the Branch Director for final approval 1.4 Inform the Client/s on the update of the requested document	None	15 Minutes	HRMU Personnel HRMU Personnel		
2. Receive the Travel Order and sign in the Travel Order Logbook	2. Release the Travel Order	None	1 Minute	HRMU Personnel		
	TOTAL:	None	16 Minutes			



WHERE TO SECURE

Human Resource Management Unit

(The Travel Order Form is also downloadable at

4. Request for Travel Order (outside the Region, and/or exceeding 3-days)

(This process pertains to the issuance of Travel Order for DDOSC Employee/s who has an official travel outside the region, and/or exceeding 3-days.)

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	All Branch personnel

		https://tinyurl.	com/DDOSCHRFo	rms)
If applicable, other document supporting the necessity of travel (Invitation Letter, Office Order, Memoranda, etc.)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Travel Order form and submit to the Human Resource Management Unit (Must be at least 5 working days	Receive by the Human Resource Management Unit, check as to completeness of the filled document. Affix Travel Order	None	5 Minutes	HRMU Personnel
before the official travel)	Number and Countersign the Travel Order. 1.8 Forward the Travel		5 Minutes	HRMU Personnel
	Order to the Branch Director for recommend ation		1 Day	HRMU Personnel Branch Director

CHECKLIST OF REQUIREMENTS

Travel Order Application Form (3 original)

Principal

A CONTRACTOR OF THE PARTY OF TH	
) Ind	,

	,		,	
	1.9 Forward to the Office of the College President for Approval	None	1 Day	HRMU Personnel
	1.10 Recei ve the approved Authority to travel from the Office of the College President	None	1 Day	HRMU Personnel College President
	1.11 Inform the client/s on the update of the requested document		1 Minute	HRMU Personnel
2. Receive Travel Order and Sign the Travel Order Logbook	2. Release the Travel Order	None	5 Minutes	HRMU Personnel
	TOTAL:	None	3 Days, 16 Minutes	



5. Payment of Salaries and Wages

(The processing of salaries and wages pertains to the preparation of payroll to reflect the amount to be paid to the employees/personnel for their services rendered on a specific period.

Office/Division:	Human Resource Management Unit				
Classification:	Complex	Complex			
Type of Transaction:	G2G – Govern	G2G – Government to Government			
Who May Avail:	Contract of Ser	ob Order Personnel contract of Services Personnel cart-time Personnel			
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE			
Primary Requirements:					
Biometric Print out (1 orig	inal)	Human Resource Management Unit			
Daily Time Record (4 original)		Human Resource Management Unit			
Certificate of Services Rendered (4 original)		Provided by the Client			
Bi-Monthly Performance Output Report (4 original)		Provided by the Client			
Travel Order (1 original, 3	photocopy)	Provided by the Client			
Certificate of Appearance original, 3 photocopy)	/Participation (1	Provided by the Client			
Notarized Contract (1 orig *For first processing of sa only		Provided by the Client			
Additional requirements	5				
For Representative:					
Authorization Letter (1 original)		Provided by the person being represented			
Government-issued identification card of the person being represented (1 original, 1 photocopy back- to- back with affixed three		Provided by the person being represented			

Provided by the representative

Government-issued identification card of the representative (1 original, 1 photocopy

back- to- back with affixed three (3)

(3) signature specimen)

signature specimen)



Last salary:						
Clearance from money, property and legal accountabilities (1 original, 1 photocopy)		Human Resource Management Unit				
Salary due to deceas employee/personnel						
Death certificate authenticated by NSO (1 original, 1 photocopy)		Provided by the representative				
Marriage contract authoriginal, 1 photocopy)	·	Provided by th	ne representative			
Birth certificate of survauthenticated by NSC photocopy)		Provided by th	ne representative			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Receive biometric print out and sign in the out-going logbook at the Human Resource Management Unit	Prepare and issue the biometric print out to the client.	None	4 Hours	Human Resource Management Unit In-Charge		
2. Prepare and submit Daily Time Record (DTR) together with the supporting documents	3. Receive the DTR with supporting documents. 3.1 Check the correctness and completeness of documents. 3.2 Prepare payroll and submit to Accounting Section.	None	4 Days	Human Resource Management Unit In-Charge Accounting Unit		
	3.3 Start processing the payment of salaries and wages.					



3. Receive the	3. Release the	None	10 Minutes	Cashier Unit Head
salaries and	salary to the			
wages and sign	client.			
on the payroll at				
the Cashier Unit.				
+15 (1				
*If the payment of				
salaries and				
wages is through				
ATM, the salaries				
and wages will be				
credited				
automatically to				
his/her account.				
	TOTAL:	None	4 Days, 4 Hours,	
			10 Minutes	



HEALTH SERVICES UNIT

Internal/External Services



Processing of Insurance Claims (This process pertains to the claiming of insurance thereby providing financial assistance to the claimant.)					
Office/Division:	HEALTH SERVICES UNIT				
Classification:	Highly Technical				
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government				
WHO MAY AVAIL	DDOSC Employees, and Stu	idents			
CHECKLIST OF F	REQUIREMENTS	,	WHERE TO SECU	JRE	
PRIMARY REQUIREMENTS					
For Students: College ID/Cer (1 Original) For Employees: Employees I Original)	•	Provided by th	e Client		
Insurance Forms – (1 Original))	School Clinic			
SECONDARY REQUIREMEN	TS				
A. For Hospitalization and/o	or Accident Claim:				
Medical Certificate – (1 Origina	al)				
Hospital bills (If Confined) – (1	Original)	Provided by the Client			
Prescription of medicine – (1 C	Original)				
Receipts, Invoice or other evid – (1 Original)	ences of expenses				
Police Report (for Vehicular Ad	ccident ONLY) – (1 Original)				
B. For Death Claim:					
Funeral Contract – (1 Original)		Provided by the Client			
Death Certificate with PSA Ce – (1 Original)	rtification of the Claimant	Trovided by the Olient			
C. For Fire Claim:					
Certificate from the Bureau of	Fire - (1 Original)	Provided by the Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present ID and sign client's logbook, and verbalize the history of event/accident.	Conduct initial assessment and health history of illness and confinement or nature of incident	None 3 minutes HSU Pers		HSU Personnel	
Secure insurance forms, checklist and submit the requirements Fill-out insurance forms	Provide the insurance forms with checklist, and assess the submitted requirements for completeness and accuracy Instruct and gives	None None	7 minutes 3 minutes	HSU Personnel HSU Personnel	
	assistance in filling up the forms to avoid errors		2	2.22.2.2.3	

				to d
Receive proper instruction on insurance processes depending on the case	4. Provide instruction on the possible duration as when the client can claim their insurance Note: Submit the documents to Insurance Company for assessment of requirements and evaluation of claims	None	3 minutes	HSU Personnel
5. Leave contact details to the school nurse for updates.	5. Provide the claimant with regular updates regarding their insurance status and notify them when their insurance	None	1 - 2 months	HSU Personnel
6. Present Valid ID, and fill up the Insurance Claim Form. Receive Insurance claim and sign in the logbook for Outgoing Insurance Claims.	claim becomes available. 6. Verify the provided identification, and issue the Insurance Claim (check/cash) along with a voucher that displays comprehensive details of the claim, signed by the claimant. Provide additional instruction for encashment of the insurance claim if it is issued in the form of a check.	None	3 minutes	HSU Personnel
	TOTAL	None	2 Months and 19 Minutes	



2. Dental Services

(This process pertains to the providing oral-dental health services, such identifying oral-dental problems, and recommending possible remedies as advised by the school Dentist.)

Office/Division:	HEALTH SERVICES UNIT
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government
WHO MAY AVAIL	DDOSC Employees, and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Students: College ID/Certificate of Registration – (1 Original)	Provided by the Client
For Employees: Employees ID – (1 Original)	
Dental Record Form – (1 Original)	School Clinic

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
Present ID and sign in	1. Verify availability of slot for	None	3 Minutes	HSU
the dental logbook	dental check-up and			Personnel
	consultation with the School Dentist			
2. Undergo Oral Dental check-up, consultation, /and tooth extraction as	Conduct oral dental examination.	None	25 - 30 Minutes	Dentist
recommended by the Dentist	Note: With the client's approval, the dentist may carry out a tooth extraction as recommended.			
Wait for post dental care instruction	Give instruction on proper post dental care	None	3 Minutes	Dentist
Secure prescription of medicine	Prescribe medicine if necessary	None	3 minutes	Dentist
5. Claim referral to specialist if necessary	5. Refer patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	Dentist
	TOTAL	NONE	44 Minutes	

3. Issuance of Medical Certificate for Employees and Students

(This process pertains to the issuance of medical certificate to all clients availing this service.)



Office/Division:	HEALTH SERVICES UNIT			303	
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government				
WHO MAY AVAIL	DDOSC Employees and Student	•		ıı .	
CHECKLIST OF R	REQUIREMENTS		WHERE TO SEC	JRE	
For Students: College ID/Certi Original)	, ,	Provided by th	ne Client		
For Employees: Employees ID					
Laboratory Results (CBC, UA,	SA, X-ray etc.) – (1 Original)	Clinic or Hosp	ital of Choice		
Medical Record Form – (1 Orig	inal)	School Clinic			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present ID, sign the medical logbook and verbalize chief complaint or present illness	Give the logbook to client for recording. Conduct health history and assessment of present illness	None	3 Minutes	HSU Personnel	
Undergo vital signs taking, height and weight measurement	Conduct height and weight measurement and taking of temperature, BP, RR, PR	None	5 Minutes	HSU Personnel	
Submit for medical consultation and physical examination	Conduct physical examination and/or medical consultation	None	10 Minutes	Physician	
4. Submit laboratory results (X-ray, CBC, etc.) Note: Secure laboratory request if lab results are unavailable	4. Interpret and assess Laboratory results Note: Give laboratory request when necessary	None	5 Minutes	Physician	
Receive instructions and/or health advice as given by by the school physician.	5. Give instruction, health advise,	None	5 Minutes	Physician HSU Personnel	
Receive medical certificate and sign in the logbook for released medical certificates.	6. Provide the medical certificate and instruct the client to sign in the logbook for released medical certificates	None	2 Minutes	HSU Personnel	
	TOTAL	None	30 Minutes		

4. Medical Consultation and Treatment

(This process pertains to providing medical check-up, administering treatments, and providing health guidance regarding clients' illnesses or conditions.)



				trail.	
Office/Division:	HEALTH SERVICES UNIT				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government				
WHO MAY AVAIL	Employees and Students				
CHECKLIST OF F	EQUIREMENTS		WHERE TO SEC	URE	
For Students: College ID/Certion Original)	ficate of Registration – (1	Provided by th	e Client		
For Employees: Employees ID	0 – (1 Original)				
Medical Record Form – (1 Orig	inal)	School Clinic			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present ID, sign the logbook for medical consultation, and verbalize chief complaints/illnesses	Verify the submitted ID. Proceed with the initial assessment and of gathering health history related to the present illness.	None	3 minutes	HSU Personnel	
Undergo measuring of vital signs	Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	HSU Personnel	
Submit to medical consultation and physical examination	Conduct physical examination and/or medical consultation	None	10 Minutes	Physician	
Secure medical advice, and medicine for illness as prescribed by the school physician.	Give medical advice and medicine as prescribed	None	3 Minutes	Physician	
5. Receive proper health care, instruction, and if necessary a referral to specialist or hospital	5. Give health advise, instruction on dosage of medicine, and if necessary a referral to a specialist or hospital	None	3 Minutes	Physician HSU Personnel	
Receive Medical Certificate and sign in the logbook for released medical certificates.	6. Give medical certificate, and instruct the client to sign in the logbook for released medical certificates Note: For severe cases, excuse slip is also provided to the client	None	3 Minutes	Physician HSU Personnel	

TOTAL

27 Minutes



HEALTH SERVICES UNIT

External Services

1. Medical Profiling and Physical Examination for Enrollment

(This process pertains to creating a medical profile of students upon their enrollment to the college, and requiring them to submit the necessary requirements indicating their physical fitness to pursue studies.)



				ted
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
WHO MAY AVAIL	Freshmen Students and Retu	ırnees		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
aboratory Results (CBC, Urina stool Exam) – (1 Original copy		Provided by th	ne client	
Annual Drug Test Result – (1 O		Provided by the	ne client	
Medical Certificate – (1 Original))	Provided by th	ne client	
Physical Examination Form – (1	l Original)	School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present ID, sign the medical logbook and present requirements needed.	Give the logbook to client for recording and inspect the validity of requirements needed	None	3 Minutes	HSU Personnel
Receive and Fill-out the Physical Examination Form	2. Provide Physical Examination Form and give instructions on how to properly fill it in.	None	5 Minutes	HSU Personnel
3. Undergo measurement of height, weight, BP, respiratory rate, pulse rate, temperature, and present pertinent past and present medical history	3. Conduct measuring of height, weight, and vital signs. Interview and ask follow up questions to create health history.	None	5 Minutes	HSU Personnel
Submit to physical examination	Conduct Physical examination Prepare Medical Clearance	None	10 Minutes	Physician
5. Receive Clearance	Provide Medical Clearance	None	2 Minutes	HSU Personnel Physician
	TOTAL	None	25 Minutes	



LIBRARY AND LEARNING RESOURCE CENTER SECTION

Internal/External Services



1. Application for Library Card
(This process pertains to verifying the access of employees and students to library services, ensuring

the safe circulation of	resources. It include	s acquiring a İi	brary card, enabling	s to library services, ensuring g authorized resource	
Office/Division:	Library and Lea	responsible borrowing practice.) Library and Learning Resource Center Section- Reference Desk			
Classification:	Simple				
Type of Transaction	n: G2G-Governme	nment to Government nment to Citizen			
Who May Avail:	Employees and	d Students			
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE			
1x1 Picture, White Ba Original)	ackground (1	Provided by the Client			
Library Card Form (1	original)	•	earning Resource C ne Application	Center Section -Reference	
Library Card Registra original)	ation Form (1	Online Applic https://tinyurl.	ation: com/LIBCARDMain	1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign the necessary information in the logbook at the reference desk or in the online application, and then present the required documents to the person in charge.	1. Review the submitted requirements of the client.	None	2 Minutes	Library and Learning Resource Center Section, Personnel	
2. Complete the Library Card Registration form to be registered in the KOHA Library Management System.	2. Encode, generate the barcode, and issue the Library Card for the client.	None	15 hours, 55 minutes	Library and Learning Resource Center Section, Personnel	
3. For durability purposes, the client is advised to laminate his/her ID.	3. Verify the authenticity of the laminated Library Card presented by the client.	None	3 Minutes	Library and Learning Resource Center Section, Personnel	
	TOTAL:	None	16 Hours/		

2 Days



2. Application for Borrower's Card

(This process pertains to obtaining a library borrower's card, highlighting the formal application process for the card, and confirming the client's identity when accessing and borrowing resources)

Office/Division:	Library and Lea	Library and Learning Resource Center Section				
Classification:	Simple	Simple				
Type of Transaction		G2G-Government to Government G2C-Government to Citizen				
Who May Avail:	Employees and	Students				
CHECKLIST OF R	EQUIREMENTS		WHERE TO	SECURE		
Borrower's Card Forn	n (1 original)	Library and Learning Resource Center Section- Reference Desk or Online Application Online Application Form:				
			gle.com/forms/d/12N	IT6hUlUiojQ4AAs1aCdoKEr		
1x1 Picture, White Background (1 Provided by the Client original)						
Library Card (1 lamina	ated)	Provided by t	he Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the requirements presented, and issue borrower's card to the client for their completion.	None	2 Minutes	Library and Learning Resource Center Section, Personnel		
2. Receive and fill out the necessary information on the borrower's card.	2. Assist the borrower in completing the card and then receive it for filing in the File Cabinet.	None	5 Minutes	Library and Learning Resource Center Section, Personnel		
	TOTAL:	None	7 Minutes			



3. Open Database Electronic Access Services
(This process pertains to the effective monitoring of both online and offline electronic resource access.

This service is des		ff, and student		hensive oversight and security		
Office/Division:	Library and Lea	Library and Learning Resource Center Section				
Classification:	Simple	Simple				
Type of Transaction	n: G2G-Governme	nent to Government nent to Citizen				
Who May Avail:	Employees and	Students				
CHECKLIST OF RE	QUIREMENTS		WHERE TO	SECURE		
Registration Form (1	original)	Library and Lo	earning Resource C	Center Section-Electronic		
Reservation Form (1	original)	Library and Lo	earning Resource (Center Section-Electronic		
Library Card (1 lamin	ated)	Provided by t	he Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Input/scan the Library Card in the entrance Logger System and sign in the E-Library/ Database Logbook.	Assist the client upon registration.	None	2 Minutes	Library and Learning Resource Center Section, Personnel		
2. Fill in the 'Reservation Form' and submit it to the designated In- Charge before availing the services.	2. Receive the Reservation Form to be submitted by the client.	None	3 Minutes	Library and Learning Resource Center Section- Personnel		
3. Register in the designated database to create a unique 'User Account,' if applicable	3. Assist the client in the registration process and guide them in using the system.	None	10 Minutes	Library and Learning Resource Center Section- Personnel		
4. Navigate the available resources.	4.If necessary, provide the client with information about the requested resources.	None	40 Minutes	Library and Learning Resource Center Section- Personnel		
	TOTAL:	None	55 Minutes			



4. Reading and Circulation Services (Inside Reading, and Borrowing)
(This process pertains to the inside reading and borrowing by faculty, staff, and students for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.)

borrowing for home use p	urposes or for pr	notocopying.)				
Office/Division:	Library and Learning Resource Center Section					
Classification:	Simple					
Type of Transaction:		G2G-Government to Government G2C-Government to Citizen				
Who May Avail:	Employees, Stu	idents, and Outside Researcher				
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE				
Inside Reading for Fac Students	ulty, Staff, and					
Entrance Logbook		Library and Learning Resource Center Section-Reference Desk				
Library Card (1 Laminate	ed)	Provided by the Client				
Borrowing for Faculty	and Staff					
Borrower's card (1origina	al)	Library and Learning Resource Center Section-Online Reservation				
		Online Reservation: https://tinyurl.com/LIBRESERVEFORM				
Any government-issued identification card (1 original)		Provided by the Client				
Borrowing for Student						
Online Reservation for or clients	ut of campus	Library and Learning Resource Center Section-Online Reservation				
		Online Reservation: https://tinyurl.com/LIBRESERVEFORM				
Borrower's Card/ Borrow	ver's Logbook	Library and Learning Resource Center Section-Reference Desk				
Library Card (1 laminated	d)	Provided by the Client				
Outside Researcher-Ex	ternal Service					
Online Reservation for o	ut of campus	Library and Learning Resource Section-Online Reservation				
		Online Reservation: https://tinyurl.com/LIBRESERVEFORM				
Recommendation Letter School Librarian or Admi original)		Provided by the Client				



				trial .
Any government-issucard (1 original)	ued identification	Provided by t	he Client	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON RESPONSIBLE
CLIENT STEPS	ACTION	BE PAID	TIME	PERSON RESPONSIBLE
1. For faculty,	1. Check	None	2 Minutes	
Staff and	the	140110	2 Williatoo	Library and Learning
Students:	completene			Resource Center Section,
Input/scan	ss/			Personnel
Library Card in	correctness			
the Entrance	of the presented			
Logger	document.			
System, and	document.			
sign in the				
logbook located at the				
reference				
desk; then				
present the				
requirement.				
1.1 For Outside	1.1 Conduct	None	4 Minutes	Library and Learning
Researcher/s:	interview, verify,			Resource Center Section,
Sign the visitor's	and accept the			Personnel
logbook located	necessary			
at the reference	requirements as			
desk and present the document	specified by the Librarian.			
required by the	Librarian.			
Librarian.				
2.Locate the	2. Assist the client	None	6 Minutes	Library and Learning
reference resources	in locating the			Resource Center Section,
on the shelves.	reference			Personnel
	resources in the			
	shelves, if needed.			
	2.2. Subsequently,			
	release the			
	resources to the client for the			
	intended purpose.			
	2.3. Keep and			
	secure the			
	necessary			
	document			
	handed over by the client in the			
	File Cabinet.			
	TOTAL:	None	17 Minutes	
		-		



5. Returning of Borrowed Library Resources (This process pertains to the recalling and safekeeping of library resources that have been borrowed by the faculty, staff, and students, offering a service aimed at efficient management.) Office/Division: Library and Learning Resource Center Classification: Simple Type of Transaction: G2G-Government to Government G2C-Government to Citizen Who May Avail: **Employees and Students CHECKLIST OF REQUIREMENTS** WHERE TO SECURE **Faculty and Staff** Library and Learning Resource Center Section-Borrower's Card (1 original) Reference Desk Provided by the Client Any government-issued identification card (1 original) Provided by the Client **Borrowed Resources** Student Library and Learning Resource Center Section -Borrower's Card/Borrower's Logbook (1 original) Reference Desk Library and Learning Resource Center Section -Library Card (1 laminated) Reference Desk **Borrowed Resources** Provided by the Client Cashier Section Official Receipt (For over-due books) **CLIENT STEPS AGENCY ACTION FEES TO PROCESSIN PERSON BE PAID G TIME** RESPONSIBLE 1. Provide assistance to the 2 Minutes 1. Input/scan Library None Library and Card in the Entrance client during this process. Learning Resource Logger System and Center Section, sign in the logbook Personnel located at the reference desk. 2. Present the borrowed 2. Check the condition of None 5 Minutes Library and resources at the Learning Resource the resources and verify Reference Desk for Center Section. any discrepancies in the verification and return. Personnel "permissible time" recorded in the borrower's card or borrower's logbook. a. If the transaction is settled, return the documents handed over

by the client (such as Government ID, Library

100	No. of Lot	
No.	S.	and the same
1	NAME OF TAXABLE PARTY.	

					Trial.
	Card).				
	b. Return the reso				
3. For overdue or damaged resources,	3. Safely keep the item being			2 Minutes	Library and
comply with the corresponding sanction or fines.	sanctioned or the official receipt for the amount being paid.				Learning Resource Center Section, Personnel
a. For payments, obtain the payment slip from the Librarian, then pay the exact amount directly to the Cashier In- Charge	3.1 Receive the payment from the client and issue an Official Receipt.		The length of the penalty or the fine imposed depends on how long the books are	3 Minutes	Head/Cashier Section
	3.2 If the transaction is settled, return the documents handed over by the client, such as the Government ID and Library Card.		overdue.	1 Minute	Library and Learning Resource Center Section, Personnel
		TOTAL:	Depending on the number of minutes/ hours being sanctioned/ fined.	13 Minutes	



6. Application for the Utilization of Audio-Visual Room

(This process pertains to the effective management of audio-visual resources for faculty, staff, and

•	s is dedicated to monitoring rces during utilization.)	g the Audio-Vis	sual Room and ensu	ring the safekeeping	
Office/Division:		Library and Learning Resource Center Section			
Classification:		Simple			
Type of Transaction:			ment to Government ment to Citizen		
Who May Avail:		Employees a	nd Students		
CHECKLIST OF REQU	IIREMENTS	WHERE TO	SECURE		
Reservation Form (1 or	iginal)	Library and Lo Reference De	earning Resource Ce esk	enter Section-	
For Students: Library 0	Card (1 laminated)	Provided by t	he Client		
For Employees: Any goidentification card (1 ori		d Provided by the Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk.	Assist the client during the AVR reservation process.	None	2 Minutes	Library and Learning Resource Center Section, Personnel	
2. Receive the AVR Reservation Form, and fill out the required information.	2. Issue the AVR Reservation Form to the client, and check for the correctness of the entries. Provide assistance for queries.	None	3 Minutes	Library and Learning Resource Center Section, Personnel	
3. Submit the requirements.	3. Check and safely keep the presented requirements, then hand over the key and/or resources for the intended purpose.	None	2 Minutes	Library and Learning Resource Center Section, Personnel	
	TOTAL	None	7 Minutes		



STUDENT AFFAIRS AND SERVICES SECTION

External Services



1. Issuance of Student Travel Permit for Curricular Off-Campus Activities
This process pertains to the issuance of Student Travel Permit to students who are attending curricular off-campus activities conducted by the College to supplement and facilitate a more meaningful learning process in addition to the regular classroom instructional programs that are in accordance with specific degree program activities.

Office/Division:	Student Affairs and Services Division/Section				
Classification:	Highly Technical				
Type of Transaction:	G2C - Governmer	nt to Citizen			
Who may avail:	All Students through	gh their Personnel-In-Charge			
CHECKLIST OF REQUIRE	EMENTS	WHERE TO SECURE			
Representative (Personn	el In-Charge)				
Approved Course Syllabus photocopy)	/Manual (1	Faculty handling the subject / Academic Department / Dean			
Annex A and B (2 original)		Student Affairs and Services Division/Section			
Letter of Intent		Provided by the Client			
SAS Request Form (1 orig	inal)	Student Affairs and Services Division/Section			
Approved Travel Order of t	-	Provided by the Client			
Personnel-in-Charge's pro to first-aid/medical emerge		Provided by the Client			
Pictures of First Aid Kit		Provided by the Client			
Breakdown of Fees (if app		Provided by the Client			
Student's Health Insurance		Health Services Unit			
Notarized Affidavit of Cons	ent of Parents (2	Student Affairs and Services Division			
original)	- (4 - vi vi v - 1)	Drawidad hydla Client			
Updated Medical Certificat Student Travel Permit (1 o		Provided by the Client Student Affairs and Services Division/Section			
,	ngmai)				
Students' mobility For college vehicle:		College's Driver / Sub-contracting travel agency			
- Updated/valid docu	ments pertaining				
to registration, insu					
assurance of road					
driver's license.					
For third-party or sub-con					
 Updated/valid docu 					
to registration, insu					
assurance of road	•				
driver's license, fra LTFRB or Travel ar					
duly accredited by t	•				
Tourism.	ano Boparamont of				
Documentations of the follo	owing activities	Provided by the Client			
conducted:	J	·			
- Orientation/consult	ation to concerned				
participants					
- Announcement to participants and					
parents regarding t activity	ne on-campus				
- Dissemination of in	fo				
materials/learning j					
students					
- Emergency prepare given to students a					



			1	trial.
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and submit all the	1.1 Receive the documents submitted	None	3 Days	SASS Head
required documents to the Student Affairs and Services Division/Secti on.	1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents			SASS Head
	1.3 Endorse the Student Travel Permit, and Annex A and B for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.			SASD Director, VPAA/Branch Director, and College President
Wait for the approval from CHED	2.1 Submit documents to CHED		15 Days	SASD Director/Section Head, and CHED personnel
	2.2 Make follow-up as to status of documents			
3. Receive 1 original of controlled Student Travel Permit, notarized and controlled	3.1 Issue and record the Student Travel Permit No.	None	5 Minutes	SASD Staff
Affidavit of Consent of Parents, notarized and approved Annex A and B, and Certificate of Compliance from CHED, and log into the Student Travel Permit Logbook	3.2 Provide the client a routing slip as to the approval of the travel attached with original copies of the controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and			SASS Head



approved Annex A and B, and Certificate of Compliance from CHED			
TOTAL	None	8 Days, 5 Minutes	

2. Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities

This process pertains to the issuance of Student Travel Permit to students who are attending non-curricular off-campus activities conducted and intended by the College to broaden the students' learning opportunities and allow them the feeling of the real world, and therefore serve as powerful motivator to strengthen the academy-industry linkage.

Office/Division:	Student Affairs and Services Division/Section		
Classification:	Complex		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	All Students through their Personnel-In-Charge		
CHECKLIST OF REQUIRE	EMENTS	WHERE TO SECURE	
Representative (Personn	el In-Charge)		
Letter of Intent		Provided by the Client	
SAS Request Form (1 original property)	inal)	Student Affairs and Services Division/Section	
Approved Travel Order of t	he Personnel-In-	Provided by the Client	
Charge			
Personnel-in-Charge's pro		Provided by the Client	
to first-aid/medical emerge Pictures of First Aid Kit	ncy training	Provided by the Client	
	liaahla)	Provided by the Client	
Breakdown of Fees (if appl Student's Health Insurance		Provided by the Client Health Services Unit	
		1.000000	
Notarized Affidavit of Cons	ent of Parents (2	Student Affairs and Services Division	
original) Updated Medical Certificat	e (1 original)	Provided by the Client	
Student Travel Permit (1 or	<u> </u>	Student Affairs and Services Division	
Students' mobility		College's Driver / Sub-contracting travel agency	
For college vehicle:		College & Briver, Gub Contracting traver agoney	
- Updated/valid docu	ments pertaining		
to registration, insu			
assurance of road	worthiness and		
driver's license.			
For third-party or sub-con	tracting		
 Updated/valid docu 			
to registration, insu			
assurance of road	•		
driver's license, fra			
LTFRB or Travel and Tours Operator			
duly accredited by the Department of			
Tourism.		Dravidad by the Client	
Documentations of the following activities conducted:		Provided by the Client	
- Orientation/consultation to concerned			
participants			
- Announcement to participants and			
parents regarding the off-campus			
activity			



- Dissemination of info materials/learning journals for students
- Emergency preparedness plan to be given to students and stakeholders

given to claderite and clarkeriolaere				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out the SAS Request Form and submit all the	1.1 Receive the documents submitted	None	2 Days and 4 Hours	SASS Head
required documents to the Student Affairs and Services Division/Secti on.	1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents			SASS Head
	1.3 Endorse the Student Travel Permit for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.			SASD Director, VPAA/Branch Director, and College President
2. Receive 1 original of controlled Student Travel Permit, and	2.1 Issue and record the Student Travel Permit No.	None	5 Minutes	SASS Head
notarized and controlled Affidavit of Consent of Parents, and log into the Student Travel Permit Logbook	2.2 Provide the client a routing slip as to the approval of the travel attached with original copies of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents.			SASS Head
	TOTAL	None	2 Days, 4 Hours, and 5 Minutes	



3. Issuance of Certification

This process pertains to the issuance of certification to those requesting officers/members of any of the current and previously recognized and/or institutional student organization of the College.

Office/Division:	Student Affairs ar	Student Affairs and Services Division/Section			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governme	G2C – Government to Citizen			
Who may avail:	Student Organiza	Student Organization Officers/Members			
CHECKLIST OF REQUI	REMENTS		WHERE TO	SECURE	
Principal					
SAS Request Form (1 o	riginal)	Student Affairs	s and Services Division	n/Section	
Certification Attachment	Form (1 original)	Student Affairs	and Services Division	n/Section	
Representative					
Authorization Letter (1 o	riginal)	Provided by th	e Client		
the person being represe	Government-issued identification card of the person being represented (1 original, 1 photocopy back-to-back with affixed three (3) signature specimen)		Provided by the Client		
the representative (1 ori	Government-issued identification card of the representative (1 original, 1 photocopy back-to-back with affixed three (3) signature specimen)		To be provided by the representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill-out the SAS Request Form and the Certification Attachment Form and submit the forms to the Student Affairs and Services Division/Section.	1. Receive the documents from the client. 1.1 Check the appropriatenes s, completeness and legality of the claim 1.2 Start processing the request.	None	1 Day	SASS Head	
2. Receive the certification and log into the Certification Logbook.	2. Issue the certification to the client	None	3 Minutes	SASS Head	
	TOTAL	None	1 Day, 3 Minutes		



4. Issuance of Excuse Slip for Class Absences

This process pertains to the issuance of excuse slip to any student who has been absent from class due to valid reasons but is not limited to the official representation of the school, death/emergency of an immediate member of the family, sickness or any health-related reasons, calamities, and other absences due to safety concerns, religious holiday/ceremony, and court appeals.

Office/Division:		Student Affairs and Services Division/Section			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governme	G2C – Government to Citizen			
Who may avail:	All students	All students			
CHECKLIST OF REQU	JIREMENTS		WHERE TO	SECURE	
SAS Request Form		Student Affairs	and Services Division	on/Section	
Excuse Letter		Provided by the	e Client		
Any proof that corresponding absence	Any proof that corresponds to the reason of absence		Provided by the Client		
Request for Issuance of Excuse Slip (for more than two consecutive class absences)		Guidance and	Guidance and Counseling Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill-out SAS Request Form and submit the required documents to the Student Affairs and Services Division/Section.	1.1 Receive the documents from the client1.2 Verify the document/s presented by the students.	None	10 Minutes	SASS Head	
2. Receive the Excuse Slip and log into the Excuse Slip Logbook.	Issue the client with Excuse Slip.	None	3 Minutes	SASS Head	
	TOTAL	None	13 Minutes		



5. Issuance of Uniform Pass Slip

This process pertains to the issuance of uniform pass slip to students who have incomplete or are not wearing the school uniform on regular school days for valid reasons. These reasons may include, but are not restricted to: being a First Year/New, returning or transferring students, health issues, unavoidable accidents, physical changes, and calamities. It's important to note that a uniform pass slip won't be necessary on designated "Wash Days" and on special occasions as identified by the College.

Office/Division:	Student Affairs a	Student Affairs and Services Division/Section			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governme	ent to Citizen	ent to Citizen		
Who may avail:	All students				
CHECKLIST OF REQU	IREMENTS		WHERE TO	SECURE	
SAS Request Form		Student Affairs	and Services Divisio	n/Section	
Justification Letter (1 or	iginal)	Provided by the	e Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Log the client's name in the Logbook provided at the Guardhouse.	1. Provide the client with the Logbook for the Uniform Pass Slip	None	1 Minute	Security Personnel	
2. Fill-out SAS Request Form and submit Justification Letter to the Student Affairs and Services Division/Section	2.1 Receive the Justification Letter from the client 2.2 Check and verify the justification presented 2.3 Start processing the request	None	5 Minutes	SASS Head	
3. Receive the Uniform Pass Slip from the Student Affairs and Services Division/Section and log into the Uniform Pass Slip Logbook	3. Issue the Uniform Pass Slip indicating its validity	None	3 Minutes	SASS Head	
	TOTAL	None	9 Minutes		



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM			
	Please let us know how we have served you by doing any of the following:		
How to send a Feedback?	Accomplish the Client Feedback Form available in the offices and drop this at the drop box located at the Public Assistance and Complaints Desk.		
	You can also send your feedback through the following email addresses:		
	president@ddosc.edu.ph feedback@ddosc.edu.ph		
	Client files feedback either through accomplishing Client Feedback Form available in the lobby or by sending their feedback through the following email addresses: president@ddosc.edu.ph feedback@ddosc.edu.ph Every Friday, the Human Resource Management Officer-In-Charge opens the drop box and compiles		
How feedback is processed?	and records all feedback submitted. The Human Resource Management Officer-In-Charge reviews the feedback and forwards this to the appropriate department/unit of the office. Feedback requiring answers shall be acted upon within three (3) days from the receipt of the feedback.		
	The answer of the office is then relayed to the client.		

No. of Concession, Name of Street, or other Persons, Name of Street, or ot	
	Sec.
trat	

	Fill out the Client Complaint Form and drop it at the designated drop box located at the Public Assistance and Complaints Desk. Complaints can also be filed through the following		
	email addresses: president@ddosc.edu.ph feedback@ddosc.edu.ph		
How to file a complaint	Make sure to provide the following information: - Name of person being complained - Incident - Evidence		
	For inquiries and follow-ups, clients may contact the following mobile phone number: +639489534708(Smart) +639176207468 (Globe)		
	Every Friday, the Human Resource Management Officer-In-Charge opens the drop box, compiles and records all complaints submitted.		
	For received complaints related to Personnel, the feedback form will be forwarded to the Grievance Committee for further action. If the complaints are related to Students, it will be forwarded to the Office of the Student Affairs Services for further action.		
How complaints are processed	Upon evaluation, the Grievance Committee or the head of the Office of the Student Affairs Services shall start the investigation and forward the complaint to the personnel/student concerned for their explanation.		
	The Grievance Committee or the head of the Office of the Student Affairs Services will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.		
	The Grievance Committee or the head of the Office of the Student Affairs Services will give the feedback to the client.		
	For inquiries and follow-ups, clients may contact the following mobile phone number: +639489534708(Smart); +639176207468 (Globe)		
Contact information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565		



List of Offices

Office	Address	Contact Information			
DDOSC - COMPOSTELA MAIN CAMPUS					
Office of the College President	Purok 10, Poblacion, Compostela, Davao de Oro	president@ddosc.edu.ph			
Admission and Student Records Section	Purok 10, Poblacion, Compostela, Davao de Oro Davao de Oro	registrar_compostela@ddosc.edu.ph			
Bids and Awards Committee	Purok 10, Poblacion, Compostela, Davao de Oro	procurement@ddosc.edu.ph			
Cashier Section	Purok 10, Poblacion, Compostela, Davao de Oro	cashier_compostela@ddosc.edu.ph			
Office of the Chief for Administration and Finance	Purok 10, Poblacion, Compostela, Davao de Oro	ocaf@ddosc.edu.ph			
Guidance and Counseling Unit	Purok 10, Poblacion, Compostela, Davao de Oro	guidance@ddosc.edu.ph			
Health Services Section	Purok 10, Poblacion, Compostela, Davao de Oro	healthservices@ddosc.edu.ph			
Human Resource Management Section	Purok 10, Poblacion, Compostela, Davao de Oro	hrms@ddosc.edu.ph			
Library and Learning Resource Center Section	Purok 10, Poblacion, Compostela, Davao de Oro	library_compostela@ddosc.edu.ph			
Student Affairs and Services Division	Purok 10, Poblacion, Compostela, Davao de Oro	sasd@ddosc.edu.ph			
Property and Supply Management Section	Purok 10, Poblacion, Compostela, Davao de Oro	psms@ddosc.edu.ph			
DDOSC - MARAGUSAN	BRANCH				
Office of the Branch Director	Purok Tambis, Poblacion, Maragusan, Davao de Oro	director.maragusan@ddosc.edu.ph			



Admission and Student Records Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	registrar.maragusan@ddosc.edu.ph
Cashiering Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	cashier.maragusan@ddosc.edu.ph
Guidance and Counseling Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	guidance.maragusan@ddosc.edu.ph
Human Resource Management Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	hrmo.maragusan@ddosc.edu.ph
Health Services Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	hsu_maragusan@ddosc.edu.ph
Library and Learning Resource Center Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	library_maragusan@ddosc.edu.ph
Student Affairs and Services Section	Purok Tambis, Poblacion, Maragusan, Davao de Oro	osas.maragusan@ddosc.edu.ph
DDOSC - MONTEVISTA	BRANCH	
Office of the Branch Director	Purok 4B, San Jose, Montevista, Davao de Oro	director.montevista@ddosc.edu.ph
Admission and Student Records Unit	Purok 4B, San Jose, Montevista, Davao de Oro	registrar.maragusan@ddosc.edu.ph
Cashiering Unit	Purok 4B, San Jose, Montevista, Davao de Oro	cashier_montevista@ddosc.edu.ph
Guidance and Counseling Unit	Purok 4B, San Jose, Montevista, Davao de Oro	guidance.maragusan@ddosc.edu.ph
Human Resource Management Unit	Purok 4B, San Jose, Montevista, Davao de Oro	hrm_montevista@ddosc.edu.ph
Health Services Unit	Purok 4B, San Jose, Montevista, Davao de Oro	hsu_montevista@ddosc.edu.ph
Library and Learning Resource Center Unit	Purok 4B, San Jose, Montevista, Davao de Oro	library_montevista@ddosc.edu.ph



Purok 4B, San Jose, Montevista, Davao de Oro	sas.montevista@ddosc.edu.ph
BRANCH	
Purok 1, Cabinuangan, New Bataan, Davao de Oro	director.newbataan@ddosc.edu.ph
Purok 1, Cabinuangan, New Bataan, Davao de Oro	registrar.maragusan@ddosc.edu.ph
Purok 1, Cabinuangan, New Bataan, Davao de Oro	cashier_newbataan@ddosc.edu.ph
Purok 1, Cabinuangan, New Bataan, Davao de Oro	guidance.maragusan@ddosc.edu.ph
Purok 1, Cabinuangan, New Bataan, Davao de Oro	hrm_newbataan@ddosc.edu.ph
Purok 1, Cabinuangan, New Bataan, Davao de Oro	hsu_newbataan@ddosc.edu.ph
Purok 1, Cabinuangan, New Bataan, Davao de Oro	library_new bataan@ddosc.edu.ph
Purok 1, Cabinuangan, New Bataan, Davao de Oro	sas.newbataan@ddosc.edu.ph
	Montevista, Davao de Oro BRANCH Purok 1, Cabinuangan, New Bataan, Davao de Oro